

## Relay Missouri Advisory Committee Meeting

October 14, 2009

Conference Room 130 in Governor Office Building

**Relay Missouri Advisory Committee (RMAC) Members in attendance:** Tracy Mishler, Barbara Garrison, Ric Telthorst, Lewis Mills, John Van Eschen, Walt Cecil, Jeff Prail, April Mason.

*(Unable to Attend Meeting: Stephen Foster, Linda Baker, Michael Boyd, Leslie Turner and Barry Critchfield)*

**Others in attendance:** Eric Dearmont (PSC Staff Attorney), Dana Parish (PSC Staff), Marty Exline (Missouri Assistive Technology), Gay Jones (Missouri Assistive Technology), Kim Davis (sitting in for Barry Critchfield), Heidi Spencer (interpreter) and Peggy Withrow (interpreter). Brian McCartney (Brydon, Swearengen & England P.C.).

Summary of Action Items Produced from this Meeting	
Action Item	See highlighted text on page #
Marty will send information regarding any states that provide any type of wireless device/cell phones and if they apply the surcharge to wireless.	7
The Commission Staff may make a filing in the pending relay surcharge case to refresh the record. If pursued, this filing will show updated trends in revenues and expenses. It will take about a month or so to prepare this filing but John will share it with the committee before filing in order to gain input.	32-34, 55-58
April will send the committee a copy of her PowerPoint presentation.	58
April will continue to provide marketing plans (break-down of costs) at future meetings per Eric's request.	60
Unanimous vote of support to see if MO TAP and Sprint can reach agreement on a public service announcement.	74
Currently pursuing candidates to fill two committee vacancies: <b>Late-Deafened vacancy</b> (George Joslin's position): April reported Mary Stodden and Robert Foster (both from St. Louis) are interested. Barbara reported Larry Hoore (from Fulton who works for MSD) may be a good candidate. Jeff says Jason Curry (Kansas City) and Delinda (St. Joseph) would also be good candidates. We should attempt to obtain a bio or basic information about each candidate and circulate to the committee for a vote in about a month. <b>Deaf vacancy</b> (Stephen Foster's position): April will	78-82

immediately start advertising for the deaf position vacancy.	
Unanimous vote recommending the Commission appoint Tracy to a third committee term. Tracy's nomination will be presented to the Commission in about a month assuming the committee has another nomination for the late-deafened position.	83
The committee voted to have Tracy (Chair) and Jeff (Vice-Chair) for another term.	85
Discussion regarding next meeting: Email to be sent out asking for feedback on next meeting. Tentative date of April 21 <sup>st</sup> . April will look for location in St. Louis.	86-88

**The meeting started at approximately 11:00 am**

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CART Reporter: Kimberly A. Pfleinger Schacht,  
RPR, CRR, CCP, CBC, CCR, CRI.

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TRACY MISHLER: I thank everyone for coming. We have been shooting 100%, close, for a while now. So that's pretty good.

I wanted to go around the room and reintroduce everybody so that we know who is who and what is going on with them.

My name is Tracy Mishler. And last time we had a meeting in April, I was in the middle of a real big job change and I couldn't tell you what I was really doing. But SSM Health System has contracted with my business to provide audio logic oversight for all infant hearing screening throughout the system and develop audiology for the whole health systems.

So I have been kind of busy. But it is a great --

BARBARA GARRISON: That's a good thing.

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TRACY MISHLER: It is a great thing. They have so many problems. They haven't had any audiology involved in anything so, yes, it is a big job.

But it is a good one. I think it will end up the only place I can go is up because there is nothing there. So it is a good idea.

Excuse me, if we could go around the room and give everybody an update. Marty, we can start with you.

MARTY EXLINE: I am Marty Exline, the director of the Missouri Assistive Technology.

RIC TELHORST: Good morning. I am the president of the Missouri Telecommunications Industry Association, a trade group that represents the industry.

JOHN VanESCHEN: My name is John VanEschen. I am the manager of the Telecommunications Department here at the Missouri Public Service Commission.

ERIC DEARMONT: Good morning. My name is Eric Dearmont. I am the attorney for the staff of the commission.

GAY JONES: I am Gay Jones. I am with the Missouri Assistive Technology for The distribution program.

LEWIS MILLS: My name is Lewis Mills, I am the director of public counsel. They represent the interest of public utility.

DANA PARISH: My name is Dana Parish. I work in the Teleco department.

WALT CECIL: I am Walt Cecil. I am with the commission staff.

JEFF PRAIL: Hello. My name is Jeff Prail, and I am with Paraquad. A systems Change advocate.

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BARBARA GARRISON: I am Barbara Garrison, and I am the superintendent for the Missouri School for the Deaf.

KIM DAVIS: Hi. I am Kim Davis with the Missouri Commission for the Deaf and Hard of Hearing. I am sitting here for Barry Critchfield.

APRIL MASON: Hi. Good morning. My name is April Mason. I work with the relay program manager for Relay Missouri for the beautiful State of Missouri.

[LAUGHTER]

TRACY MISHLER: The rainy State of Missouri. Okay, so with that let's go on to our agenda. We are going to talk about the Telecommunications Access Program. Gay, are you speaking for that?

GAY JONES: Uh-huh.

TRACY MISHLER: Or Marty.

MARTY EXLINE: I was going to kind of update the committee on the last meeting we were talking a little bit about wireless and kind of update them on kind of what we have been doing. We have been looking at other states and trying to get an idea of what kinds of devices other states were providing for their distribution programs. And I was trying to look at some comparisons and see the types of equipment they are covering.

Right now there is about six to seven states that are covering some type of wireless, either cell phones or one state is just covering paging devices for emergency services. So it is not like there is majority of states that are covering wireless devices, cell phones or that type of thing. There is more states that are looking at it right now. But they are kind of-- one of the things they are looking at -- they are in the same

situation as Missouri, kind of looking at if the surcharge is only on hard lines, trying to figure out how they justify also providing it for individuals who -- for wireless devices.

So that's certainly just from a philosophical point, one thing that other states are grappling with. There are five states that are covering augmentative communication devices through their states. Three are covering artificial larynxes. And some are only covering TTys through the program. And a few states are covering things like baby monitors, smoke alarms, and door signalers, and that type of thing. One state in Missouri (sic) that is covering equipment needed for Internet access. There is a wide variety too of issues or the way that states are covering equipment. Couple states only Loan devices. Some have stringent guidelines in Missouri. One state has a maximum income limit of 125% of poverty, which is, if I remember right, about \$12,000 or so for a family of one and maybe 14 or 15 for a family of two, \$15,000 a year.

Some states have wait lists. Some states are dealing with just a limited amount of funding so they provide devices halfway through the year, or whenever they run out of funding they stop.

There are states, of course, that have voucher programs, which is different from the way that Missouri runs their program. Missouri actually puts out bids through the Office of Administration, Division of purchasing and gets the best bid for the lowest price.

So it certainly is from a cost containment -- cost effectiveness standpoint I think more beneficial as far as the state is concerned. And most of the states don't provide any type of consumer support in terms of making sure that that device is matched to the

disability of the individual. So there are an awful lot of differences among the different states.

We are adding new equipment all of the time. Also, just as a matter of comparison, Missouri has been providing between -- about 4600 to 5800 adaptive programs through the TAP program a year, which puts us probably in the top six or seven states in the country.

So Missouri is way ahead of most states in terms of both the breadth of equipment provided and the number of -- the volume of equipment that is provided. Right now in terms of -- we are going to continue to look at adding equipment. In terms of actually adding -- cell phones are one certain type of equipment. We can't just add say one type of equipment for one type of disability. We have to look at the full spectrum of different types of disabilities in Missouri, the program has to be under statute cross-disability so we will continue to do that. I don't see us looking at -- if we did ever cover cell phones -- I don't see that happening in the next six months or year because it is just such a huge process of looking at all of the different devices.

For instance, California is looking at their -- they have a pilot project. And they are looking at cell phones and usage by persons with vision impairments or persons who are blind. So they are looking at screen enlarging software on cell phones which is available now, but it has to be the right phone, it has to be certain software works with certain providers.

So there is all sorts of issues involved in that. And how do you make sure that that cell phone and that service is going to work with that screen enlarging.

TRACY MISHLER: Marty. What was the software.

MARTY EXLINE: Screen enlarging software for someone with low vision. Just in terms of how you provide the consumer support to make sure that the software is matched with the service provider and the telephone, so the main thing I wanted to get across, there are a million issues in expanding the program for all of these different types of equipment that are coming on the market.

Everybody knows -- I mean it is amazing. I mean the technology that changes every single day in terms of what is out there for persons with disabilities.

GAY JONES: And it is no longer just one or two companies that are providing that service. You know, five years ago you had Sprint, T-Mobile, those companies that had a specific phone for a specific person and that was the only thing that was there. I have an 11--year-old daughter who is deaf who has a Sidekick, but she wants a different phone. She doesn't want a Sidekick, why do I have to have a Sidekick. I want something that is cool like everyone else? So, you are right, five years ago when a lot of these states started these, like Kansas, they only offered a few phones. You can only get two or three different phones that qualify for that program.

It doesn't matter what service you get, but you can only get those three phones. So you may be limited by the service if you get like a Sidekick which is only T-Mobile, or Prepalm which is only Sprint. But what I am finding is Deaf people really want that choice. They want a choice-- so that makes all of this just more.

MARTY EXLINE: I am sorry. I wanted to add. We are also trying to look at the states that are providing any type of wireless device, cell phones, are they states that apply that surcharge to wireless? And at least all of the ones I have looked at so far, yes, they do have the surcharge on wireless devices. So I am not sure -- somebody said there

might be one state that actually has it just on hard lines, but also provides wireless. So we are trying to look at that. But just like I was trying to say, it is something that we are going to keep looking at, but, you know, in terms of the surcharge issue directly, I can't say that I would say that the likelihood of us doing any type of major expansion in the next year is probably pretty slim. Just to give you an idea.

TRACY MISHLER: Jeff.

JEFF PRAIL: Yeah, maybe you want to check with the states like Washington. Because I know that they have some products with Blackberries that are compatible with that, for deaf-blind individuals to use. So it is like for people with vision impairments. And there is a company that developed that software program. So you might check on that with the state of Washington. Because they just announced just a few months that they had that.

GAY JONES: Finished. We already know that information. I mean we have that information. Most states the deaf-blind communicator, which we already had the company come. There are just so many issues that we have to get through before that can even be -- but you also have to understand that there is some legislation at the federal level that will help pay for that deaf-blind communicator, because that's 7,000, \$8,000. Now, Missouri, you are only going to have one, or two people a year that really can use that. But when you are talking about Washington, they have the Mecca of the deaf-blind community. And their issues are very different from Missouri in terms of cost and how many people would actually use that equipment. So when we look at all of that equipment, and it comes to us, we have many, many issues that we have to -- a whole list of things. I have phone companies, Clarity, Clear Sound, G Mark, all of these different



phone companies, coming to me and asking me to put their products on our program.

You know, so there is a process that I go through that -- making those decisions, which one get on there. Just because someone says, oh, I have a new product doesn't mean it will necessarily get on the program.

And that's the same process that we have to go through with -- and quite frankly, cell phones are changing so fast that six months from now, you won't even have the same phone.

TRACY MISHLER: Right. And I appreciate all of your comments. I would like to ask you, Marty, if you could send that information to John so that he could -- we could cycle it through the committee. I think it is great information. If you could, include the states that do have the surcharge to the wireless community. That would be great. I know several years ago there were only a few, but many were walk talking about it as we were trying to talk about it in Missouri as well.

And that was great information. Thank you.

But I recall in our last meeting that we were particularly interested in Marty's information, not only because we wanted to create more of a working relationship with your area, but we wanted to think about what was available and what you were going to do with relation to the surcharge change. So I guess to sum it up, you are saying that within the next year, you don't see any equipment --

MARTY EXLINE: Well, we are always adding equipment. But I would say in change of any major change, in terms of -- again, it has to be cross-disability, and can't be sectioned off to one type of disability. I don't see it happening. It is a massive chore to

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look at all of that. We are going to keep looking at that and looking at everything and anything from cell phones to any other kinds of devices that come on the market.

But, yeah, I would say to be -- to really look at the next twelve months, I don't see it happening.

TRACY MISHLER: Now I remember Jeff had some issues last -- good issues he brought up with regard to the distribution of equipment and the criteria, right; Jeff?

JEFF PRAIL: Yeah.

TRACY MISHLER: And you started looking into --

JEFF PRAIL: More related with CapTel telephones, and the limits with that, and providing those to the areas, you know.

TRACY MISHLER: Did you make any -- was there any change or progress with that?

JEFF PRAIL: No. No. I know that T-Mobile -- no -- with the.

INTERPRETER: Excuse me.

JEFF PRAIL: Mike Cookson at G Mart for -- we have been talking about that particular issue. And I know that we were in contact and he was supposed to be providing that type of training. So we were supposed to be getting that CapTel telephone, and I know Paraquad was going to be doing that. But I don't know about any other CIL, if they were going to be providing that type of training for us related to the CapTel telephone.

But Mark and I were discussing it. At that time their schedules were busy, and we didn't have a chance to actually sit down and get in depth and talk about it any more. We were talking about doing it possibly at the next meeting.

GAY JONES: I think that's where I come in. That is a lot of misinformation. So I am going to start off with kind of giving you a history because I am going to inform you, this is my last meeting that I will be coming here. I will be retiring next year. And that announcement will be made after the first of the year. Nothing is going to change as far as policy for -- that's Marty's decision. That is not mine. But I want to give you some history. I want to give you guidelines, I want to give you exactly what we do with CapTel so that you have a clear information about what we do with CapTel.

And why not only us, but other states have the same issues. We have been as many -- since August of 2000, that's only nine years. It is unbelievable that we have been doing it that long. I have been involved in the telecommunications since 1992, involved with many of the state programs, as we were in our infancy developing the state programs. And many of the states have grown tremendously. I can remember when some states only offered TTys, like one state still does today.

MARTY EXLINE: Alaska.

GAY JONES: And how the states have expanded into many other types of phones because they understand it is a much bigger population. And I think for many, many years, people connected your Deaf culture and your -- to the Relay service, that was how the Relay service started out with your Relay service and your TTYs. Of course, we know what has happened over the last 15 years.

And we passed -- the legislation was passed in 1996 to establish equipment distribution program. And I have been in it before with Walt with Mr. Brown, Charlie Brown.

TRACY MISHLER: Charlie Brown?

[LAUGHTER]

GAY JONES: That's -- I don't want to tell you how old I am. But he was the one that worked with us. And we got the legislation passed. We had a few rough years here. And legislation was again introduced in 2000 to transfer the administration to the Missouri Assistive Technology Council. And since then that has remained so since 2000.

Then we established regulation for the program and I consider them to be pretty progressive, compared to what a lot of other states will and will not provide. We go cross-disabilities. We provide the vast majority of phones to persons who are hard of hearing who need amplified phones. That's about 70% of the phones that we distribute.

And that has not changed in the nine years. No matter what we do, that doesn't change. Those percentages still stay the same. And I think that's pretty close to the population, you know. What has changed is the number of TTYs that we distribute. When we first started we did TTYs. We were doing like 450 a year which is a fair amount of TTYs. We do less than 100 now.

So because many of the individuals are using VP, IP Relay, Sidekicks, whatever, and those -- the kids today um, I will be honest with you, my daughter asked me -- even though we have had a TTY in the house, she has no clue what I was talking about because she does Sidekick. And my 15-year-old that lives with us, she had a TTY when she was younger. Forget it! I mean that is not going to happen. Sidekick is glued to their body, that's how they communicate, that's how most communicate. I think that's where a lot of the discussion started happening with state programs getting cell phone, particularly sidekicks and Blackberries on the program. Of course, with he know that has all changed.

So about five years ago -- now, you have to understand for five years now we have had the CapTel program. And we have had a tremendous amount of training for people around this state. We have 10 centers around the state that can evaluate, and train for the CapTel.

Mike Christian is one of them. And he has been doing it for five years. Mike is my contact at Paraquad. And most of my phones come out of Paraquad. Most of the CapTel come out of St. Louis, because you have got that huge oral-deaf community. But that's what -- who is getting the phones anymore. That population has shifted. We are now in the fifth year. The people who got the phones when it first started are now qualified to get their second phone. I have had very few people from that original list come and get another phone. For various reasons. And I hope that after the first of the year we can get a survey out there to all of the people who have ever had a CapTel to find out why they are not using it anymore, and you know, the problems they have had, the positive they have had and so forth.

We only have a 60% retention rate for CapTel. That means that 40% of the people are dropping off after using it for a couple of months. I can probably give you several reasons why that is the case. Number one, most of our people are over the age of 65. Now hearing loss, we look around, most people start getting hearing loss after the age of 50. And so the vast majority of the phones that we are giving are over the age of 50.

So number one, that's it. Number two, if you look at the population, if you look at the traditional populations of oral-deaf, they may or may not use it. Depending on their speech and their comfort level with it. They too, themselves have used a lot of different

technology over the years. And their preference is they may want to sign, they may want to use VP and so forth. The population that we mainly deal with in CapTel is one of two. Number one, you have your traditional people who probably my age, who grew up hard of hearing, who have lost more of their hearing, who are attuned to using maybe some text-based information, and are really, really good CapTel users.

The second group, to me, the really lousy group of CapTel users. This is why. You have -- let's say -- you guys understand hearing loss. Let's say, can I pick on you, Marty?

MARTY EXLINE: All right.

[LAUGHTER]

GAY JONES: Let's say you had no information about disabilities and you lost your hearing tomorrow. You had no information about audiology, no information about anything. What would you do? You would be lost. That's what I get. That's the CapTel population that we are working with. Or people that have gradually lost their hearing and so forth.

So when you -- the training that we do is developed to work with people who have no understanding of hearing loss, absolutely none. All they know is that, oh, all of a sudden I can't hear. They don't know -- even though they have had a hearing loss all of this time. They have been in denial. They still want to use that amplified phone. So what we are asking these people to do is go from, John, you use a phone all of the time every day.

JOHN VanESCHEN: Yes.

GAY JONES: What would happen if you could no longer use that phone and you knew nothing about CapTel or amplified phones or anything? You would struggle. This

is what I see. You would struggle. You would miss a lot of information. And then you would come to a decision at some point that you were going to quit your job because you could no longer talk on the phone. I see that a lot. I see a lot of people that come in and they cannot use any kind of amplification. Or they may be able to use a little bit.

So they come in. I am asking them to instead of doing this, hello, how are you doing, I am just fine, just kind of (looking around) to stand -- you have to sit here and read this screen in front of you. I can't do that! I mean, I could. I am used to it. You could. You are used to it. You know you can adapt to that.

But the average person that comes in that needs a CapTel can't do that. And they have a really -- and they have to have training on actually how to go from talking in the air, to looking at a screen.

TRACY MISHLER: I don't mean to interrupt, but where is the focus going here?

GAY JONES: Okay. I am going to finish. But I think that you need to understand the type of person that I deal with. Okay? It is not your average -- it is not what sits around here. So I get a phone call from a son or a daughter saying, I heard about this CapTel phone. And I want it for my mom and dad. Where can I get one? How much does it cost? Okay, let's back up here. How old is your mother? She is 96 years old. Okay. Has she ever used an amplified phone before? No. So we have to go through an evaluation process to determine whether or not she even qualifies for the CapTel. And nine out of ten, she doesn't. So let's say the person qualifies for the CapTel. They need to have their audiogram. And we are not the only state that requires it. More and more states are asking for the audiogram. You have to be able to use --

unable to use an amplified phone. And therefore, if you cannot use an amplified phone, then we will look at the CapTel. Now I know that CapTel has amplification on it. But if you are -- if you can use an amplified phone, there are much better quality phones out there than CapTel phones. I hate to tell you. There is much better quality. And number two, they don't want to use that screen. So you have got all of these people that we have to evaluate to see whether or not -- which one works for them. We have ten centers that do that. And they are not every independent living center in the state because we have strategically matched these centers to the populations. I am not going to put a CapTel evaluation in the middle of Rolla, shall Missouri, when I know they may only get one or two people a year. When I can have someone from another center who has been trained and sees a lot more, and has that updated training, be able to go to that person and work with them. If that person cannot go into the office, we send somebody out. That training is done to them in that evaluation.

So it is an evaluation that we go through. They must provide an audiogram. They must provide, you know, an appointment. They have to show up for an appointment. They must have speech. And they need to be able to want to use the CapTel. I have people in my office who truly need the CapTel, but will not get it. For one reason or another. And sometimes we have to take baby steps and maybe a year later they may come to that decision. But I will not provide the CapTel to every hard of hearing person because I qualify for the CapTel. But I am not going to use one. I know the problems with CapTel. There are a lot of service problems. There is a lot of garbling. There is a lot of different issues that a lot of people can't deal with. And so those are the things that we deal with in training.



TRACY MISHLER: Okay. So there is a limited population for CapTel and there are some issues.

GAY JONES: Absolutely.

TRACY MISHLER: Is there a summary you want to tell us about the CapTel distribution?

GAY JONES: I believe that we have maxed out CapTel. And the people that do come in now, we are very effective at evaluating them and very effective at determining who needs the CapTel. Now if the consumer decides that they don't want -- or they don't follow through with what they need, then we can't help them. They need to do their part.

TRACY MISHLER: Jeff.

JEFF PRAIL: I do have a question. Some part of the evaluation you are looking at different criteria, I am interested in what the evaluation looks like. But my question is that with the audiology itself, what's the decibels that you are looking at? What is the criteria for that -- to receive that CapTel?

GAY JONES: Normally, what I look at is the speech discrimination. I am more -- if the person has below 50% in each ear, it is a real criteria for CapTel. I have 23%. I still use an amplified phone. That in itself is not a sure thing for CapTel. But what I do is I look at that first. And sometimes when you see that kind of a speech discrimination like 20% or 30%, Tracy here may be the only one who knows what I am talking about, but they may have a moderate hearing loss. But they have really, really poor speech discrimination. Yes, we work with them on the CapTel if they can't use an amplified phone. And we do get some of those.

JEFF PRAIL: Hold on just a second. Are you saying that the person with maybe a moderate hearing loss, but -- has a speech impairment that they don't qualify for the phone?

GAY JONES: No, that's not what I am saying, Jeff. You know when you go and have a hearing test, you have a test when you have to tell them what they are saying to you. That's the speech discrimination test. That's a percentage. Like with my daughter, it is zero percent. Well, with me, it can fluctuate. Last year it was 88%. The year before it was 23%.

TRACY MISHLER: And if I could interject just for a minute to make sure everybody is on board with that. It is reception of speech. It is not speaking, number one. And it is single words. So there is no context. So and there is no vision. So it is really only auditory abilities and many people with -- not many -- some people with a mild hearing loss could have horrible speech discrimination and the reverse. And certain types of hearing loss can make your speech discrimination ability change as can certain, you know, if you are sick or tired or whatever your speech discrimination might fluctuate as well.

MARTY EXLINE: So the bottom line is the 50% is the guideline. But the bottom line is you can't use an amplified phone. An amplified phone doesn't work for you.

GAY JONES: If you go through all of the amplified phones, and you cannot use them, we go to CapTel. Then we train them how to use the CapTel and some of those folks may say, I am not ready for this yet. I mean, I am not sure if I want to read. You're talking about people that have never read before on a screen. So you have got -- a lot of

it, Jeff, is experience, in working with a lot of people and, you know, just making judgments on what you are dealing with when you are working with them.

I will have Mike call me and say, gee, Gay, I know that this person has a 57% speech discrimination, but really can't use an amplified phone, what do I do? Get the CapTel. No, we are flexible. But we use that as a guideline so that, you know, I don't get someone calling me and saying, my 96-year-old mother needs a phone because I saw this on TV.

TRACY MISHLER: Jeff, did you get your issues -- question answered? Number one. And number two, you know, I think everything that Gay has said, I really appreciate. And I think it just speaks to the importance of the distribution program and the evaluation and the importance of that.

JEFF PRAIL: Yes. I am just wondering if Marty can send that evaluation online to us so I can take a look at that. And that would really, I think clear it up for the CapTel phone evaluation.

GAY JONES: What are you looking for, evaluation online?

JEFF PRAIL: I think it is important that we understand what the evaluation is because to help them determine whether they are given a CapTel phone or not. Because I think that kind of information wouldn't be harmful to share.

GAY JONES: We don't publish page and page and page of if, if, if, if this happens, you do this. We have a general guideline of you must be unable to use the amplified phone. You must have a 50% or less discrimination rate. Those are our guidelines. Now evaluation is done, you know -- common sense, when someone comes into my office and I am working with somebody, we will work on several different things

here. They may come in and say I want a CapTel phone and then they look at it and they hear what is involved with it, and say, no.

TRACY MISHLER: So I guess what Gay is saying, that there are guidelines, but there is also the technical and professional experience assessment that is more subjective.

GAY JONES: Right.

TRACY MISHLER: If we could just have the guidelines, and know that there is a lot of subjective information that goes into that.

MARTY EXLINE: The guideline is the 50% speech discrimination. And then we don't want a hard and fast guideline that says, no, you can't have CapTel if you don't have this. We want to see if somebody can use an amplified phone and it works for them, then they are not eligible for CapTel. And if it doesn't work for them, then they are.

TRACY MISHLER: I have two CapTel phones in my house. They don't get used anymore because of cochlear implants.

GAY JONES: Well, cochlear implants may, maybe not. I have a lot of people who come to me that have cochlear implants that need the CapTel. So there are two disabilities that are automatic. Cochlear implants because I know that a lot of people do not use a regular phone and may need that transition to using that regular phone if they ever do. And secondly, somebody with Meniere's disease. If you have a variation of hearing loss day-to-day. And that person may come into my office with 100% speech or one day, and have nothing a week later. That's an automatic for a CapTel. Because I know that there is no way you can -- there is no consistency whatsoever in that person's hearing.

So -- and what we ask is that if the person is no longer using that CapTel, that they let us know that. Because we need to decommission the phone because a lot of issues we have with CapTel have to do with the fact that CapTel is very different from the TTY. You move a TTY from state to state, those states pay for those minutes. On a CapTel, you get a CapTel in Missouri and you move to Kansas, guess who is still paying for those minutes. It is not Kansas. It is Missouri! That's an issue that I think that is extremely important for CapTel and has been for five years. Why is it that we are still using the ESN numbers for where the CapTel is billed to the number, the minutes? That is a very, very big issue. And we also believe that CapTel, because of the way it is set up, can get in the hands of somebody who can leave that caption button on whether they need captioning or not and run up minutes all of the time. That's an issue.

TRACY MISHLER: I think that, that's a potential issue. We have been addressing, and we have talked about that issue since CapTel's inception in Missouri. And I think that as long as your program is diligent in training and giving out the CapTel phone, we have got to acknowledge that that's a possibility. But it is probably minimal since we have seen --

GAY JONES: Oh, you would be surprised how many people do not send them back, do not tell me when they move out of state, and we end up having to, you know --

TRACY MISHLER: I am sure that happens.

GAY JONES: But, in the long run, states really should not be doing that. I mean that is really a service issue, period. That is Sprint's issue and FCC's issue to be able to deal with that because we can't. And some states have suggested that we do what you are doing with VP, assign a number for CapTel.

TRACY MISHLER: Thank you for bringing that up. Marty, in your report, would you mind if you know of a state Relay program distribution program that would be more of a model program, one you really think is top-notch, if you could share that with us.

MARTY EXLINE: A Relay program?

TRACY MISHLER: Well, a distribution program.

MARTY EXLINE: Honestly, Missouri is the model for most states. I mean --

GAY JONES: Most states are starting to take what we have known for years and start limiting the number of phones because of the problems. They have also gone to the conference that is every year of the state administrators, they just developed a CapTel subcommittee with all of the issues we are talking about. And so these are things we have been talking about for five years.

TRACY MISHLER: And maybe we will be able to talk about them further when April gets her CapTel -- giving her CapTel report. Marty, do you have anything to add. We have lunch here.

MARTY EXLINE: No. But if anyone has any questions -- and I will put that information together for you and give it to John.

TRACY MISHLER: Thank you. And thank you, Gay.

JOHN VanESCHEN: I have a couple of questions. What I heard Marty say and I know we have talked about this at the last meeting about the distribution of wireless devices, for the equipment program, that you don't see that happening for at least another year. Is that correct?

MARTY EXLINE: Yes.

JOHN VanESCHEN: And in terms of -- and I ask these questions and we will probably get to it later in the meeting. Tracy alluded to it a little bit when she mentioned the pending case that is still open about reducing the Relay Missouri surcharge. I guess that issue of distributing -- the possibility of distributing wireless devices is something that I know one other commissioner, I think Commissioner Clayton was interested in knowing about. And I think there was some information that was put into the case file about that.

I guess in my mind when I relooked at what is in the case file, if I were a Commissioner looking at that information, it looked like, gee, the equipment program may suddenly be expanded and require a bigger budget. And therefore, I may want to keep my options open and I might not be so quick to pull the trigger and reduce the surcharge. But it sounds to me like that decision about including wireless devices in the distribution program is a ways off if it is going to happen at all.

MARTY EXLINE: Yeah. And when I testified to the Commission I said, I mean, our mission is to expand assistive technology availability for people with disabilities. But in order to do that, to actually -- I mean so I said, if, you know, if we had our way, and everything was equal, I mean let's just cover everything, every type of assistive technology, let's cover it.

But just in terms of making sure that what we are doing meets the statute requirements, it is cross-disability, it is cost-effective and we can show that, then like I was saying, it is just something that is so detailed and so complex as far as the types of issues, and the type of device that you cover, and how you do it, that, yeah, it would be

definitely I think it would be impossible to do within a year. So it would be something that would be at least a year off.

JOHN VanESCHEN: Okay. And in terms of the equipment program's budget, do you see any significant changes in the next say 12 months or so?

MARTY EXLINE: It has been studied for years. It has kept pretty much the same amount year after year after year.

JOHN VanESCHEN: Do you see any change?

MARTY EXLINE: No, I can't think of any reason.

JOHN VanESCHEN: Okay.

GAY JONES: The equipment cost stays the same. Even with the new CapTel 800 I, talking about changing.

MARTY EXLINE: Everything is done through a bid. And who knows it might -- some of the costs might go up a little bit. But I don't see any dramatic change.

GAY JONES: It may waiver. I just don't see with the number of equipment that we distribute, the phone costs stay the same. The CapTel stay the same. They may never up and down a little bit, depending what CapTel they get. But other than that.

RIC TELHORST: Marty, just if you will, refresh my memory. Your budget is it 100% from the Relay surcharge or do you get some degree of -- some amount of general revenue?

MARTY EXLINE: No.

RIC TELHORST: Is it a mix.

MARTY EXLINE: You have to separate Missouri Assistive Technology -- the Assistive Technology Project is in every state. Missouri's is one of four assistive



technology programs that administers the equipment distribution program. So that's totally separate from our other programs that we have. Each program gets a certain amount of federal money that is required to operate different programs, low interest loan, equipment distribution programming, recycling programs, and the device administration programs and some other things.

Again, that's totally separate from the equipment distribution program.

RIC TELHORST: So then the equipment distribution program is funded how?

MARTY EXLINE: Through the relay.

RIC TELHORST: 100%?

MARTY EXLINE: Yeah, sorry. Yeah.

TRACY MISHLER: Anyone else have any other questions.

JOHN VanESCHEN: And just to clarify, you get 100% of the funding from the Relay Missouri surcharge, so that's one of the issues that I know the Missouri Commission takes into account not only Relay, and CapTel related service expenses but also the expenses associated with the equipment distribution program.

MARTY EXLINE: Yeah, it is actually the relay and distribution fund.

JOHN VanESCHEN: One of the issues that seems to come up, and I know you kind of have to get -- go through the legislature in order to get an approved budget for the equipment program. And so you have this budgeted amount but you really never use that full amount. It is always somewhat -- maybe 2/3 of that amount.

MARTY EXLINE: We actually cut it back a couple years ago. So that's something we are always looking at. But the other thing we don't want to do -- and that's just an authorization. But we don't want to ever cut it short and then come to the end of

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the year, or before the end of the year, and experience what some states do, and say, well, we don't have any more money.

GAY JONES: Then we have to keep a waiting list. You don't know from year to year how many phones you will actually distribute.

MARTY EXLINE: We have less slack than we did before because we did cut back with the reauthorization.

TRACY MISHLER: Barbara?

BARBARA GARRISON: I am just a country girl raised on a chicken farm. The usage of landlines is plummeting. Surcharge comes from landlines; right?

MARTY EXLINE: Right.

BARBARA GARRISON: And you just said you don't see any change in money for the next year.

TRACY MISHLER: Barbara, I think we have got the surcharge discussion that we will do after lunch. And you bring up a great point. But I think that Marty was saying he doesn't see a change in his expenses.

MARTY EXLINE: For equipment.

TRACY MISHLER: Over the next year.

BARBARA GARRISON: Thank you for the clarification. One other thing though. John, the hair on the back of my neck stood up when you added "if ever".

JOHN VanESCHEN: Sure.

BARBARA GARRISON: Use of landlines is going to be non-existent in a few years. I honestly believe that or certainly reduced beyond what we are thinking right now

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with the trend -- if the trend continues going that way. So I will hold any further comments until the afternoon discussion.

TRACY MISHLER: Barbara, I am glad you brought it up too, that's why I wanted Marty to give us that information.

GAY JONES: I will just add one thing. You know, that point is really good. And I am not going to be here when the surcharge issue comes up. But you know, yes, landlines is going down. The use of landlines are going down. But you have other issues besides wireless cell phones here. What happens if the federal level ever says to the State of Missouri, oh, now you are responsible for VP, which is Internet based? I mean you are gonna have to make decisions not based on what we do necessarily in providing wireless phones, but you got a whole range of issues here that are wireless based, IP Relay, CapTel, Web CapTel, VP, all of these other services that are Internet-based but how are they going to be paid for? I mean that's to me is a much bigger issue for wireless surcharge than the small number of phones that we really are going to distribute out of a wireless program.

TRACY MISHLER: Anyone else? Jeff. Jeff.

JEFF PRAIL: Yeah, I couldn't agree with you more. Just a matter of time before the FCC, I believe has the states take responsibility of paying for that. Yeah, I think that's an issue that we are going to be -- we need to be prepared for instead of being a sitting duck and waiting for it to happen to us. And it will be too late.

TRACY MISHLER: You are exactly right. It is noon now. What do you say we adjourn for 20 minutes or so for lunch because we are a little bit behind schedule. And then is 25 minutes enough?

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SPEAKER: Sure.

TRACY MISHLER: And then we will reconvene. (Lunch taken.)

Would anyone want Tracy's cookie? If anyone would want Tracy's cookie, please let her know. We are going to start in about four minutes. Okay?

TRACY MISHLER: All right. Are we ready to --

APRIL MASON: I am having a problem.

TRACY MISHLER: Okay. We will wait. I have to tell you all that -- there is -- I have to leave my phone on. I know it is rude at times. But I am waiting for one call that have to take. And so if you see me stand up and run out of the room, that's what I am doing. I am not running away. If anyone wants a cookie ....

BARBARA GARRISON: Or two.

INTERPRETER: Or three.

TRACY MISHLER: We want to stay on schedule here. What schedule? Walt, did I see you forget my hearing is good. Not nice. We are pretty good on schedule. We are doing fine. I plan on being back on highway whatever it is anyway headed back to St. Louis at three-ish.

ERIC DEARMONT: Would you like me to move the table so you can set the monitor on that. Is that?

APRIL MASON: I am trying to --

TRACY MISHLER: While, you are working on that, April -- are you ready?

RIC TELHORST: It looks like it is still searching for a signal.

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TRACY MISHLER: We all have pluses and minuses and although I am not hearing impaired, I am very directionally impaired. And I may go the wrong way. I have no idea where I am going. It is terrible.

BARBARA GARRISON: I will make right turns to go around the block, rather than making a left turn. I don't know why.

TRACY MISHLER: Well –

MARTY EXLINE: Do you have a GPS?

TRACY MISHLER: I do, but I don't use it. And once I was using it, and I turned the lady off, so she wasn't talking and I drove off the –

GAY JONES: My daughter has GPS, and she has no sense of direction, left, right.

BARBARA GARRISON: Same way.

TRACY MISHLER: Horrible. Maybe I should buy myself a compass.

GAY JONES: It might be a better idea than a GPS.

TRACY MISHLER: Barbara, so at SSM, there are 8,000 babies.

BARBARA GARRISON: I want to talk to you some more about how we can help.

TRACY MISHLER: Good. Should we, April, while you are fixing your issue there, should we go to number 5, the PSC report, maybe?

APRIL MASON: Yeah, go ahead. Let's do that.

JOHN VanESCHEN: Okay.

TRACY MISHLER: Is that all right with you, John?

JOHN VanESCHEN: That would be fine with me. There were two items I wanted to update the committee on. One -- and they are both sort of related. One is the

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Relay Missouri fund balance, provided who figure -- provided two figures there. The most recent balance that we have is as of September 30th, 2009, and the fund balance is \$3,770,491. Okay? And also for comparative purposes, provided what the fund balance was exactly a year earlier which was roughly \$3,341,896. So it has gone up over the past year. It seems to be -- there seems to be plenty of money in the fund to both fund both the equipment program as well as the ongoing expenses of Relay Missouri service, as well as CapTel service.

So any way, that leads me to the second item that we want to update the committee on, and that is that there still has been no decision from the Missouri Public Service Commission about adjusting the Relay Missouri surcharge from 13 cents to 11 cents.

I think it was a year ago last August that Missouri PSC Commission staff initiated the case, made a recommendation to reduce the surcharge from 13 cents to 11 cents. Last year at our October meeting, the Commissioner Clayton did come and specifically asked the committee to provide input as to what they thought the Commission should do. We have several committee members that did provide input. And that's been placed in the case file for the commission to consider. I think there were also some additional filings, both from the -- from Marty Exline and I think we made an additional filing last spring about the ten-digit registration for people using Internet relay service and the amplifications that -- the implications it might have on the fund.

Because at our April meeting it was discussed that that FCC decision that would basically require users of Internet-based Relay service to register their physical location is something that we had talked about as allowing the FCC to now determine the

jurisdiction of a call, whether it be interstate or intrastate. And that right now all of those Internet based Relay services are funded solely from the federal Relay fund. And by providing this sort of information, it sort of had some people thinking that, well, we now might have the -- well, the FCC would now have the ability to determine intrastate calls versus Interstate calls, and consequently start asking or requiring the states to share in the cost of Internet-based Relay services. And so we are still -- I am not sure what the status of that is. I think April might say a few words about it. But I think the registration deadline for that is coming up. Now how quickly -- and this is just me speaking. If the FCC did require states to start picking up some of these calls, the funding for that, I think that the FCC would not do that overnight. They would give states some time to ramp up and get ready to provide the funding for those services. At least I am hoping that's what the FCC does, if that do that at all.

I know Walt is always thinking -- he has said it for years that they are going to be going this at some point, where there they will be asking states to start sharing in the cost of Internet-based Relay services. And so from my perspective, yeah, that will probably happen at some point. It will happen down the road. Don't really know when. Long story short, based on that as well as what I am hearing today in regards to the equipment distribution program in terms of all of the prospect of not -- well, if the equipment program is going to start distributing wireless devices, we are at least at least a year or longer from that, I am inclined to -- I am just speaking for myself right now -- to have a Commission staff make a filing into the case that would perhaps share with the Commission some of this information. From my perspective, I would still be inclined

for the Commission to reduce the surcharge down to say, 11 cents. I think even though landline quantities, we have seen some reduction in them. We have also seen a significant drop in Relay services expenditures, the fund continues to rise. I think we do see the surcharge -- I think reducing the surcharge to 11 cents, based on the trends that we have seen so far, and what I was hearing Marty say, the equipment distribution program's budget, I really don't foresee any significant changes there, that the fund could easily absorb a 2-cent reduction. I think based on our projections, the fund over the next year, if that were to take place, reduce the fund balance down to say, \$3 million. Typically, these funds, I know for the Missouri universal service fund which is a separate fund that the Commission helps administer, we try to have at least a minimum fund balance of approximately 12 months worth of expenditures. And so based on what we currently see in expenditures, I think \$3 million would be above that amount by a considerable amount. But anyway, that's my thoughts right now. If we -- if the Commission staff does want to pursue making a filing in the case of again, urging the Commission to reduce the Relay Missouri surcharge down to 11 cents, I will share that with the Relay Missouri advisory committee to get feedback from everybody so that if committee members want to rebut what we have in there or make their own filings, we can help with that process and each of you are more than welcome to make additional filings that might present a differing point of view.

I guess from my perspective, I think the -- I would like to see the Commission make some sort of decision one way or another, either make some sort of formal decision to keep the surcharge at 13 cents or reduce it. I am really -- we are sort of in



limbo land right now where the case is still pending. I think there needs to be some sort of closure to the case.

RIC TELHORST: John, it looks like the Commission should have all of the evidence or all of the information they would need to make a decision. Is there something that is holding the decision up? Or is it just not –

JOHN VanESCHEN: I really don't know.

ERIC DEARMONT: If I could add –

RIC TELHORST: Is there a time where they have to do it or forgo it?

TRACY MISHLER: That's the same question I wanted to ask.

ERIC DEARMONT: I don't believe there is a time because the decision would just be -- it would just come forth in a commission order. It is not part of a rule making or anything like that. To touch on your first question. I do believe that they probably have all of the information that they need to make a decision. So it would kind of be our intention of doing a filing after today to again try and make it more of a priority for the Commission. And to provide -- with his consent, to provide some of the input from Marty.

TRACY MISHLER: If I could, Eric, I know that some of this information is going to be coming from April, meaning how much we spent on last year, and what the trends are. I am wondering, does anybody have information about the rate of decrease of landline phones?

JOHN VanESCHEN: We do have information on that. And I can provide that to the committee.

TRACY MISHLER: I think that would be an important piece of information because that's where our funds are coming from. And if the rate is, you know, a huge percentage, I think that would be important information to put in the file.

LEWIS MILLS: John, isn't that the kind of information you take into account when you do projections of fund balance?

JOHN VanESCHEN: Uh-huh. (Both talking at the same time.)

JOHN VanESCHEN: Quantities are certainly a factor that determines how much money is coming into the fund. Let me pull that together, and I will provide that to the committee.

TRACY MISHLER: Someone can even calculate, you know, what the surcharge would be, you know, this -- what month is it? October versus next October. And kind of extrapolate it out and see what the income would be, and match it with April's numbers.

JOHN VanESCHEN: And for nothing else, it might be good to refresh the record that is already in the case in terms of updating any projections, trends that staff used then they made the filing over a year ago.

That information might be considered stale. Although I might say that when I have looked at -- relooked at the information what we had predicted is fairly accurate in terms of what our projections would be. But I think it might be time to really update everything as best we can and we will see where it goes.

LEWIS MILLS: One more question. Is the fund balance earning a return?

JOHN VanESCHEN: Yeah.

LEWIS MILLS: If so, what? What are we talking about?

JOHN VanESCHEN: No. It is not worth talking about. It is very small. I don't think it really amounts to that much. Although, again, that's another factor that I know we use in our recommendation.

Do you recall what interest –

WALT CECIL: I don't remember what the percentage is. But it was less than \$4,000 last month.

ERIC DEARMONT: Is that contributed to the fund?

WALT CECIL: Yes, it is. I might point out once a quarter the legislature determines the OA will assess the fund a certain amount. I don't remember what it was. but it has been as much as \$50,000 a quarter. So whatever interest we get is offset by that.

TRACY MISHLER: So I get where we stand is you think some of the information is stale, and you can go ahead and take the landline percentages and the evidence we will hear from April and kind of do some math?

JOHN VanESCHEN: Yes.

TRACY MISHLER: Can we put -- if it is all right with everybody, Barbara –

BARBARA GARRISON: I just did a little math. I took the fund balance right now at 13 cents and reduced it to what it would be at 11 cents. We are talking about \$264,000 which is not a lot of money. My question would be, if we reduce it, if this group supports that idea, and things change, how hard is it to increase it again?

TRACY MISHLER: I am really glad you brought it up. But don't forget that that 11-cent contribution might go from 100 to 50.

BARBARA GARRISON: I got you.

RIC TELHORST: 100 to 50?

TRACY MISHLER: I am using those numbers for the sake of discussion. So the landline total number might change significantly. So it might be significantly more. I thought there was a rule –

JOHN VanESCHEN: There is I will say a quirk in the statutes that does put some constraints on the commission in terms of adjusting the Relay Missouri surcharge. And it goes something like the Commission can adjust the surcharge no more frequently than once every 12 months. So if the Commission did reduce the surcharge and then suddenly realized, oops, we made a mistake, we need to raise it back up, the Commission must wait at least 12 months in order to make another adjustment. The statutes also require the Commission to look at the surcharge at least every two years.

And so that is a concern that I have that we have exceeded that two-year time limit. And although we have a case that is open, I really would like some resolution from the Commission as to whether they plan to reduce or change the surcharge or not.

TRACY MISHLER: Should we maybe table this for right now and go to April so we get an idea of usage?

JOHN VanESCHEN: Sure.

TRACY MISHLER: Is that okay? Okay, April.

APRIL MASON: Thank you. I really apologize for the technical part -- but I guess you all are used to that by now. I tried to make these short and to the point. I do have all of the 2009 -- excuse me, 2008 to 2009 information, the statistics. And the traffic report, and 2009 to 2010. So I brought two boxes. Now we are going to shift to --

sorry, I was looking down. This shows the Relay usage and what equipment is used most for Relay services under Relay Missouri. And so since the TTY and the Turbo Code, those are the most popular. And then the others are lower percentages of use. And this is the billable minutes for Relay services. And this is for only TRS, traditional Relay services, which includes the TTY and the speech-to-speech. So you can tell there has been a decline every year. So it is obvious -- okay.

TRACY MISHLER: Could I ask a question? And I -- I don't mean to make this more difficult. But would we assume that 2008 was the same relationship, higher to 2009? This is 2008 to -- well, to the end of the fiscal year. So this is July to -- I am trying to think back. July to June.

APRIL MASON: That fiscal year. So that's -- yeah, we are following the fiscal year here. So this is the beginning of July, 2008, to June of '09. And now we are in the new fiscal year, and this is what we have so far, to date. So that would be July 2009 to in the future to 2010, to the end of June in 2010. So you can see that there is a smaller percentage of -- decline every year between 10 to 15% decline every year because people are using video phones, IP Relay, CapTel, and other services.

JEFF PRAIL: So for I guess 2010, what percentage -- is there going to be a drop again? Last year you projected it would be 25, 26%.

APRIL MASON: Yeah, somewhere around there.

JEFF PRAIL: I wanted to see if that projection was the same or if you are expecting that percentage to be higher of a drop?

APRIL MASON: It should be about the same. Many other states, we have taken a look at and are having a decline of TRS services similarly. So on average, it is about 20% on other states.

BARBARA GARRISON: So from 125,000 July of '08 to 85,000 July '09?

APRIL MASON: Yes. Our 90,000.

BARBARA GARRISON: That's pretty significant.

APRIL MASON: Yes.

JEFF PRAIL: So if you project out in the next five years, so it will be maybe -- it will be under 20,000 billable minutes?

APRIL MASON: Well, yeah. If we are looking at the next five years. If you want to do a projection for that far, I could do that for you. I can get a hold of the billing department and work with them on that and do a projection for you, if you would like.

TRACY MISHLER: Well, you know, the only way we are going to know how much we are going to need is to trend that and figure it out. But, you know, in this room right now, we almost seem sad about the number. But I think it is great.

BARBARA GARRISON: It is a good thing.

TRACY MISHLER: Because that's TRS minutes, and we should hope that we are down to close to nothing in a year or two years or whatever.

APRIL MASON: Yeah. Many are still using --

KIM DAVIS: The projection is high-speed Internet. In the rural areas they don't have that. They really still depend on these type of services. So once the rural areas

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have the high speed Internet, we are trying -- once that gets spread out all over the state, I mean, that's something that will be hard to predict how that will --

TRACY MISHLER: That's a good point.

BARBARA GARRISON: But the Governor is taking care of that with the stimulus money, rural areas? HA, HA, HA.

WALT CECIL: I just want to know what Sprint's position is on IP Relay and how much TRS is going into IP Relay? And another question I have is some -- actually a request for verification. Can IP Relay be used with dial-up? Do you need high-speed for that one?

APRIL MASON: IP Relay you can use dial-up. Like if you were using Sprint IP.com okay? You can use that Web site, and use dial-up. But understand it will be very slow. It is preferably to use high speed Internet. Well then, if you can use dial-up for IP relay, it should not be any different than using TRS right now, because you are still using telephone line.

APRIL MASON: Yes, correct.

TRACY MISHLER: I am sorry, Walt.

WALT CECIL: You didn't answer my first question yet. And I forgot what it was. [LAUGHTER]

APRIL MASON: What was it.

RIC TELHORST: Then she did answer it.

TRACY MISHLER: I would like to disrupt, and say, you have been disruptive Walter. I am sorry. April, can you address that.

APRIL MASON: Are you asking about --

WALT CECIL: How many yes, TRS, going to IP.

APRIL MASON: Okay, I am trying to clarify what the question actually is. Are you talking about the cost of this for the state to reimburse or what?

WALT CECIL: No. We have a decline in traditional TRS minutes. Do we have any feel for how much of that decline is going or migrating to IP Relay?

APRIL MASON: Oh, okay. Right. Yes. So people are using IP -- the Web site, and also on AIM, instant messaging, and VRS, and Blackberries, and things such as that. Because technology is becoming more and more advanced all of the time. And also, the new 800i, they have that, but the funny thing is that requires to have a phone line. So -- but the 800i can use any line. It doesn't have to be analog. And it could be voiceover Internet. It could be digital. There is a lot of sources. But I have the flyers about the 800i and what the requirements for that are. But, yes, people are definitely interested in purchasing the 800i phone. Because -- purchasing the 800i phone, the high speed to get the captions. So what I am trying to say is a lot of people, yes, are definitely moving over to newer technological devices.

LEWIS MILLS: Just to follow up. Do you know the percentage, for example, of people that are going from TRS to IP relay and Blackberries?

APRIL MASON: No, I don't know the percentage of that. But I could get that information for you. For the State of Missouri, I could give you that information for here.

GAY JONES: That money, many of the situations that we have with the phones on the program. Because we can provide the 800i because it plugs into a phone line that is still paying for your minutes. But once that starts changing, then this wireless



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becomes a big issue. You are still using traditional phone lines for DSL and for the Internet comcast, and all of those -- Charter, and whatever in St. Louis. But they do not work with analog-based phones without filters a lot of times. And now -- I am talking about a lot of phones. I am not just talking about your CapTel. But you know, we are adding that CapTel 800i to our phone because many of the people in the last two years have switched over to some of those high-speed Internet companies and finally there is something there that can work. I do have it in my office. I have one out in the car. So it will be interesting. I don't -- I will be very interested in seeing how the service improves with the 800i. I don't think the service itself will improve, to be honest with you. There is still service problems in terms of just operator issues.

TRACY MISHLER: April, do you want to address that for Walt?

APRIL MASON: Well, so far people who have been getting the 800i, if you want to talk specifically about the 800i, they have been saying, yes, they are having technological problems, operating services. But they don't really -- they are -- the visibility, some of them say they are getting captions faster through the Internet than the phone line. But my opinion, I don't see much of a difference.

TRACY MISHLER: Walt, did you have a comment?

WALT CECIL: I have a question. I don't know what the 800i is. Is that the new CapTelephone? Oh, okay.

GAY JONES: I have one in my car. I should have brought it in.

APRIL MASON: This is what it looks like.

TRACY MISHLER: Do you have several of those flyers we can have?

APRIL MASON: Yes, yes.

GAY JONES: I have one more question.

TRACY MISHLER: Gay has a question for April.

APRIL MASON: Okay.

GAY JONES: Why don't they change the CapTel to look like that? It has the same function.

APRIL MASON: Okay. It will.

GAY JONES: When?

APRIL MASON: It will be changing. I don't know when.

GAY JONES: This really affects people getting phones. If I am distributing the old CapTel phone for \$357.50 and six months down the road somebody comes out with something to replace that, people are going to be calling my office and saying, why can't get that one? When they have to wait four years to get it. If I had an idea when that phone was going to be coming out, then I could tell people to wait rather than get the phone, then I have to tell them, I am sorry. But you have to wait for three years before you can get it.

APRIL MASON: Okay.

JEFF PRAIL: You are right. You are right.

APRIL MASON: Let me explain that. The 800i requires an Internet line and a phone line. So there will be a new called an 800 -- not -- not an 800i. It is an 800. It looks identical to this, the new phone. So many other states have the \$99 program. For example, some states don't have ESP, like MOTAP. They have the \$99 option to purchase the new CapTel. However, for the State of Missouri, right now what we are

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doing, the 800i isn't part of -- the Missouri TAP program. So they have to go -- eligibility requirements.

TRACY MISHLER: Go on, April.

APRIL MASON: So they can call either -- either call the phone number that's here at the bottom, or they go to the Web site. It explains everything about the 800i. So the person who is responsible on purchasing the 800i for \$99 does that throughout the whole United States.

TRACY MISHLER: Gay had a comment. April, hold on. Gay had a comment.

APRIL MASON: For those people who already have the CapTel, the older version, I have explained to them they could keep their old CapTel in one room, and like have the 800i maybe in another room. But we can't trade them or anything like that.

TRACY MISHLER: Gay has a comment, April.

GAY JONES: April, this is the problem with not only Missouri but many other states now. Why can't we get the CapTel for \$99 through the state?

APRIL MASON: Oh -- Gay.

GAY JONES: No, no, no. Not private. Why can't we buy the CapTel for \$99?

APRIL MASON: For MO TAP.

GAY JONES: Because WCI told us because Sprint is subsidizing the difference in cost between \$99 and 57.50. Is that true?

APRIL MASON: I have heard different stories. Proposed the \$99 option to MO TAP, we had a good discussion --

TRACY MISHLER: Gay, hold on one second. Can I -- I am trying to just clarify because I am confused too. So, Gay, if maybe you could -- we -- a person can buy a CapTel phone for \$350.

GAY JONES: No, a person in another state can buy it for \$99.

TRACY MISHLER: The 800i?

GAY JONES: Um, they can buy it for \$99 in another state.

TRACY MISHLER: Okay.

GAY JONES: They can't buy it for \$99 here in Missouri because of our program.

APRIL MASON: Uh-huh.

RIC TELHORST: They can buy it from Sprint, if they went to Sprint; right?

GAY JONES: No, they can't. Because they have to go through our program. What I am saying is -- okay. They have to go through our program to qualify for the phone, okay? That is here. Now this has been going on for five years. And we have never been proposed a \$99 before. When we first started the cost of the CapTel was \$350. Right. But that's not our cost. That's the Missouri whatever. So in our contract they gave us \$357.50. Then in this last cycle, three years ago the \$99 has become a real issue with most states. That WCI has told the states including us that we can't get the phone for \$99 through our contract because Sprint is subsidizing the difference between the -- 499 and the \$99. So they are telling us that Sprint is paying WCI \$400 to be able to provide a person with the phone for \$99 private buy. This is private buy. This is not state buy. Okay? Because this could take a while. But what has happened is then a person cannot buy our phone privately because they have to come through our program to get the phone to qualify for it. I mean, you couldn't just go to

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Sprint and buy it for \$99 because you have to come to our program to be qualified.

Okay?

APRIL MASON: Okay.

GAY JONES: You, without a hearing loss can go and buy one of these for \$99 and not really need one. So what WCI –

RIC TELHORST: And a person with a hearing loss could pick up the phone and order one of these also for \$99 right?

GAY JONES: But they can't in the State of Missouri because WCI –

RIC TELHORST: You mean they won't take their money. Is that what you are saying?

GAY JONES: No. What I am saying is this last cycle when the \$99 became another issue we went to WCI, and asked if we could get on our contract, our purchasing office, went to Sprint and asked them if we could get these for \$99 and WCI said no. Because Sprint was subsidizing and adding monies to be able to provide this for \$99 for private pay. That is a real conflict with us because \$99 would be the lowest bid.

TRACY MISHLER: April wants to –

GAY JONES: But we can't. (Everyone talking at the same time.)

GAY JONES: They are the only ones distributing the CapTel recently. You could only get it through them.

TRACY MISHLER: April wanted to comment.

APRIL MASON: I am trying to explain. The \$99 -- they are not eligible to get CapTel through the -- equipment distribution program. For example, a person who earns over \$60,000, for example, you know, or they earn \$70,000 or \$80,000 a year but they

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can't afford CapTel, I don't know why. But that was just one example. Then that person would be able to go to MO TAP and ask for permission to purchase the CapTel for \$99. That's for people who are not eligible to get CapTel through the equipment distribution program. And I did not know that you were interested in the \$99 program. We would love to work with you –

GAY JONES: Different, different, April. We have to go through our contract office. It is a bid. What I am trying to tell you is we tried to get that \$99 on our contract to be able to distribute the CapTel through us, not through you. It is different. They said no. They have refused for five years to give us that same price cut that you are providing to private pay. Why?

ERIC DEARMONT: If I may. I don't know if anyone in this room is really able to address that problem right now. But it seems –

GAY JONES: I mean that is a big issue.

ERIC DEARMONT: I understand the problem, and the practical implications of that problem. But it seems like a matter of contract the problem is between the State and VCI (sic).

APRIL MASON: WCI.

TRACY MISHLER: April, maybe you can follow up with Gay with that.

APRIL MASON: Yeah.

TRACY MISHLER: Then let's move on to your discussion.

APRIL MASON: Okay. Thank you. All right. So let's discuss CapTel S for a few minutes. It is developing very well. You know, we have had no declines there. The red is obviously from last year and then the purple, that's just the recent activity in July

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and August of 2009. So we are growing and that's doing very well. So that's our usage in CapTel. Is there any questions regarding that.

TRACY MISHLER: Sorry, April. I can't read that and I bet you some other people can't either. Do you have it down on paper? Is it in –

APRIL MASON: Yes, I do. It is --

JOHN VanESCHEN: We do.

APRIL MASON: Does everybody –

KIM DAVIS: Yeah, it is hard to see.

APRIL MASON: If you look through, I know, instead of flipping through, if you paid attention, I could distribute some of that information. Okay, this is from fiscal year 2010. This just started recently this information. So after this meeting, I will hand out the 2009 fiscal year. So that was the CapTel. Are there any questions regarding this? I mean, I feel that the purple right there, I feel like that is growing more and more.

WALT CECIL: April –

APRIL MASON: You are interrupting me again.

WALT CECIL: I know I am making trouble. I have taken the liberty of creating a CapTel growth chart. I think it might be somewhat helpful.

APRIL MASON: Sure. Go ahead.

INTERPRETER: Gay was talking about more minutes on something –

TRACY MISHLER: Walt was going to talk about your flowchart; correct?

WALT CECIL: Just briefly, April's chart, and this chart say roughly the same thing. [RINGTONE] It just presents itself a little more clearly. The blue line shows how much the state pays on a monthly basis for CapTel. And it starts from July in 2004

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and ends with July of 2009. The pink line represents the actual number of minutes that are being used. They tend to follow the same shade. But we saw that CapTel has started small and it is growing. It does show the trend, it is increasing over time. Although -- there you have it.

GAY JONES: I would like to believe that those are increasing because people are using CapTel more not because there is more CapTels out there, but because they are using more minutes. And actually is using it. And that has been -- at least my goal is to increase the quality rather than the number of phones out there. Because I don't think you would see those huge numbers in minutes increase just because we have so many CapTels out there.

APRIL MASON: Okay, are there any more questions about this part.

KIM DAVIS: How many CapTels are being distributed already? I know some people can buy them privately and some can buy it through a co-op. So --

INTERPRETER: I am sorry.

KIM DAVIS: MO TAP. So I am wondering how many people are actually buying the CapTel through MO TAP, and you guys and there is so many different ways. How many people are actually receiving the CapTel with this?

APRIL MASON: With the traffic report distribution, the usage -- the CapTel usage per month, okay, so -- can I see -- so this is -- You can see the minutes of the CapTel activated, activation, and the number of CapTel distribution on this. And the number of usage left -- number of users that use the CapTel every month. So this is from July, you can see that number and that's how many are activated. And then as far as the



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distribution, that's 683. And how many users out of 630, that would be 313. That use it a month. And that's the statistics I have gotten through WCI. And that's per month.

GAY JONES: That's your information. She has asked you how many CapTels are distributed a month? You don't have that information. I do. Because, we are the ones that distribute the CapTels. We are only distributing an average of 10 to 13 CapTels a month. And so it is really hard for us to see how many stop using them two or three months later because we are getting some back, but most of the people just stop using them and then they don't return them. So we don't know how many people are actually using. Because we have distributed around 500 CapTels over five years.

APRIL MASON: Right.

GAY JONES: We are averaging about 10 to 13 a month.

APRIL MASON: Right.

GAY JONES: Now those include new CapTels from people that got them four years ago. So I would have to separate those out. So new and again. So we are averaging about 10 to 13 actual phones being distributed per month.

BARBARA GARRISON: I am confused. This says 600-something a month. You are saying 10 to 15.

APRIL MASON: That's an increase.

WALT CECIL: That's the total that are out there.

BARBARA GARRISON: Thank you.

GAY JONES: But, on a monthly basis it is a very small number. Now combined, you know. But how many of those people are using them now? Don't know.

KIM DAVIS: Can you figure that number through the phones? Can you calculate?

APRIL MASON: No.

TRACY MISHLER: If I could interject. We had a discussion a couple years ago about superuser.

APRIL MASON: Oh, yes, I do remember that.

TRACY MISHLER: And the superuser was someone who was using an enormous number of minutes but we couldn't track that person around -- Eric, you know what -- privacy.

GAY JONES: I have a really good idea who that person was.

TRACY MISHLER: Well, let's not get in trouble.

BARBARA GARRISON: Was that before the Patriot Act?

RIC TELHORST: Now we can find him.

TRACY MISHLER: April, you want to continue.

WALT CECIL: I don't have any information.

GAY JONES: I doubt it because it has been five years. And if it is still out there, the person has two cochlear implants and probably not using it now.

TRACY MISHLER: Okay, let's keep moving, April.

APRIL MASON: Okay. Thank you. Speech-to-speech and that number keeps rising and falling. So it is kind of the number of minutes right here. And I mean it is constantly fluctuating. Most of the minutes are in March, as you can see. And that was, you know, 250,000. And that's speech-to-speech. And the team that I am working with is working through a program management and we are working on adding a nice

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video of how to -- how speech-to-speech works and getting involved in the Web site and doing that part of it right now. So maybe the minutes will increase.

JOHN VanESCHEN: Clarify speech-to-speech.

APRIL MASON: Speech-to-speech is for individuals -- hold on. People who have a speech disability, who can't talk very well on the phone and the operator usually helps them clarify the message to the person on the other end.

JOHN VanESCHEN: Okay.

GAY JONES: What's your target group? How are you targeting the people?

APRIL MASON: Hearing people who have speech problems.

GAY JONES: I know. How are you getting to those people?

APRIL MASON: Through audiology, speech therapists, conferences, different things like that. Every year we go around to, you know, the Missouri Speech and Language Hearing Association. And so we go to those conferences and do some trainings and education. We hand out papers.

TRACY MISHLER: And I am sorry. We got to keep moving on. Do you go to MAA, or Missouri Speech and Hearing Association?

APRIL MASON: It's the MISHA.

TRACY MISHLER: Audiology target would be MAA, just as a suggestion. And Kay Park is the president this year. I am sure she would welcome you. Kay Park is the president.

APRIL MASON: Great. Okay. So with the FCC we have had a 10 digit numbering registration. And we went ahead and postponed that to November 12th. And we are not going to possibly have to postpone it again.

JEFF PRAIL: No.

APRIL MASON: A lot of people want it to be postponed again. But we doubt it will actually go through.

JEFF PRAIL: We have already postponed it twice already.

APRIL MASON: Correct. So, so far with the mandatory CapTel petition, we have filed that with the FCC. And I do have that right here. It is about two pages. I am sorry. It is 32 pages. HLA means hearing loss association of America, A. G. Bell, the American academy of Audiology, so all of them got together and filed with the FCC to have CapTel mandatory.

So if anyone is interested in this, I have it here. Plus the docket number is up here. But so far we have not heard anything about making this -- the state pay for it or anything like that. We have not heard.

TRACY MISHLER: Walt, were you raising your hand?

APRIL MASON: Oh, reclarification on this. So far, FCC has not enforced the state to go ahead and pay for the IP or the VRS -- TRS, VRS.

INTERPRETER: Sorry.

TRACY MISHLER: Walt.

WALT CECIL: April, you mentioned CapTel being -- a petition before the FCC making CapTel mandatory. Would you explain what "mandatory" means in this?

APRIL MASON: For mandatory, TRS the traditional Relay service, that is mandatory for every state. Every state provides it so far. Now you know, let's say they are filing for CapTel to become mandatory for each state to provide CapTel services. And the equipment and things of that nature. Did you have something else you wanted to add.

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WALT CECIL: Yes, I do. So that means if a state offers TRS, it must satisfy the federal regulations? Is that right?

APRIL MASON: Yes.

WALT CECIL: But thus far no state must offer a CapTel program? Is that also right?

APRIL MASON: No.

WALT CECIL: States have to offer CapTel, is that what you are saying?

APRIL MASON: No. For right now, for example, two states out of the whole nation don't have CapTel services.

WALT CECIL: So this petition is requiring all states to offer CapTel and the CapTel will be defined also as TRS -- or Relay rather?

APRIL MASON: Correct.

WALT CECIL: Okay.

JOHN VanESCHEN: So --

BARBARA GARRISON: Alaska would have to do more than provide TTYs?

WALT CECIL: Would they?

JOHN VanESCHEN: In other words, if the FCC makes CapTel mandatory in terms of Missouri, we already offer CapTel, so it is really not any significant change. Is that correct?

APRIL MASON: Well, it might be a big change for Missouri. I mean I am kind of shocked with the distribution of 20 CapTel as the max a month.

GAY JONES: Up to. Not mandatory must do 20. Up to.

APRIL MASON: Right, up to 20. With the CapTel being mandatory, it is going

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to remove the maximum on that number. So you can distribute every month any number. And in California I think they are talking about removing third party and -- you know, it is a very detailed report as well. It is about 32 pages. So, you know, with the different states --

GAY JONES: That's not saying that we must provide TTYs to 100 people a month. I mean, no federal law is going to say you have to distribute so many number. You have to also understand that there is no state, there is no state in this country that says that equipment distribution is mandatory. They are not mandatory.

TRACY MISHLER: I --

GAY JONES: So the CapTel, all that is going to do is just say that the state TRS must provide CapTel services.

TRACY MISHLER: Right.

RIC TELHORST: Maybe we can revisit it once it actually happens. Because right now as far as our decision, it doesn't really matter.

TRACY MISHLER: Okay, go on, April. Thank you.

APRIL MASON: Yeah. I don't know if it will come true. I don't know if that will come true or not because CapTel is only -- the company that provides the service.

TRACY MISHLER: Now, April, is the other thing that you have left to address, the proposal for the public service announcement, is that what --

BARBARA GARRISON: Wait a minute. We --

APRIL MASON: Yes.

TRACY MISHLER: Hold on. Barbara, I am sorry. I was going to say that now that we have numbers, we go back and revisit John and the surcharge information.

BARBARA GARRISON: I was going to say the same thing.

TRACY MISHLER: Okay.

BARBARA GARRISON: Go ahead.

TRACY MISHLER: So, April, thank you. What we are going to do now is give it back to John and we are going to talk about the surcharge information and then we will go back to the public service announcement because that might take some more time. But in listening to April and John, I just think that we need to take the trends and do some math to have any real objective data to voice an opinion on. What do you all think?

BARBARA GARRISON: How much -- we know how much -- we know we have a fund balance of 3,777-and some odd dollars. How much did we spend this year?

JOHN VanESCHEN: We had that information. We don't have it -- I don't have it on the tip of my tongue.

BARBARA GARRISON: Just curious. This is the balance after we have spent.

JOHN VanESCHEN: Yeah, you know, I think in terms -- there is a combination of expenses that are involved here. One is the amount in traditional Relay expenses. I don't know the average, I don't know, what, April, \$80,000 a month and they are declining?

APRIL MASON: Uh-huh, yes.

JOHN VanESCHEN: You have CapTel expenses, which are about the same amount, \$80,000 or so. It is increasing a little bit. So what is that? About \$160,000 a month I guess would be the check that gets written out to Sprint every month. It varies. Depends on the usage. You have got the equipment distribution program that we need to take into account. Frankly, I am not sure how that's distributed, but on an annual basis --

MARTY EXLINE: It is about a million 1/2 to a million point seven. The State of Missouri for whatever reason, they take out a little bit -- \$50,000 a year. Why? I can't really explain it. Maybe somebody else can explain it. But they use it to help pay for state computer services and things like that.

RIC TELHORST: Distributed overhead. It is your share of what it costs to run state government.

JOHN VanESCHEN: It is money that comes out of the funds. That's about it. Oh, Relay expenses.

TRACY MISHLER: If I could stop for one minute. I think Barbara is doing this right now. But you know, I know you have all of these numbers in your head or in your office or whatever, but they are not in my head. And I don't know what the numbers are. And I am wondering if we could get the balance, the expenses, shall the trend of the Relay expenses and the trend of the decrease in landlines six months --

BARBARA GARRISON: From the --

RIC TELHORST: Also the revenue per month. It is not just outgoing, it is incoming also.

JOHN VanESCHEN: Yes, you need to see that and the trends --

BARBARA GARRISON: The figures you gave me are more than our fund balance right now.

WALT CECIL: If I could interrupt. The fund balance is the net of all of those figures. It is still going up.



RIC TELHORST: Barbara, every month there is income that goes into the fund and funds that go out. And month to month to month what is left over after all of the puts and takes is increasing.

LEWIS MILLS: If I can interrupt, John, you did a detailed calculation a year ago, what would happen if we kept it 13 cents, and what would happen if we reduced it to 11 cents, and projected out several years. Have you updated that in the last year?

JOHN VanESCHEN: No. But that's what I plan to do.

RIC TELHORST: But all of your projections last year are all in the case file; right?

JOHN VanESCHEN: Yes, if you want to see what we did last year, you know, that is readily available to anybody that wants to look in the case file. And it is really the information that we used a year ago last August that I think needs to be updated. I think then, Barbara, you will be able to see what is happening with expenses. Are they going up? Going down? What is going on?

BARBARA GARRISON: These are just things we need to look at if we are going to decide?

JOHN VanESCHEN: In terms of revenue, what is going on there, what is the trend?

TRACY MISHLER: If you could get that together and route it around. And if we could say within a month or so, get that to us.

JOHN VanESCHEN: Yes.

TRACY MISHLER: And if everyone could look at that and let John or I or whoever is here –

JOHN VanESCHEN: What we will do is we will put it together, distribute it, a graph of it to be -- to the committee here. And see what you think. Then we will talk about, well, does this need to be further explained, or is this portrayed incorrectly, I guess I would be interested in input. And I provided also to Marty and see at least for the equipment program piece, are we -- are we portraying it accurately, and is it good information? I really think that, you know, we want to be upfront with everybody in terms of what is out there, what the trends are doing and provide that.

TRACY MISHLER: Let's make sure you include some sort of a trending of the drop in landlines.

JOHN VanESCHEN: Sure.

TRACY MISHLER: Anyone else want any information or suggestions for John? Walt? You? I am teasing you. Sorry. [LAUGHTER] You looked like you were dozing.

WALT CECIL: I was just thinking about landlines?

TRACY MISHLER: April, should we go back to the public service announcement topic?

APRIL MASON: Oh, yeah. John -- well, before I do that, about the TV public service announcement, I want to show you -- expenses from last year and how much our expenditures are in the coming -- projection. And I am happy to send you all my PowerPoint after this is over if you want this information. The booth exhibition fees, often we don't sponsor a lot, but to cover the cost of the booths and those fees. Sometimes we have to pay for interpreters for that as well, traveling, meals, meetings, marketing, on radio, Web site and print, things that we print up, these booklets, Relay

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Missouri booklets. Office supplies, that's a small expenditure, \$650. Printing, we print a lot. These kind of booklets, flyers, yeah, that costs a lot of money because a lot of people are wanting the information about a variety of services. They like the booklets.

And promotional -- like gifts and prize -- give aways. Not prizes but giveaways, like pencils, many people love -- it is a couch to put your pager on, we give those away. And hand sanitizers that are connected to key chains, just small items. Sponsorship, often we sponsor associations, like the assistive technology Fair, and your conference, MO TAP. So other conferences and conventions. And subcontractors, we pay like about \$10,000 last year because sometimes we use those because there is like two or three events happening on the same day in different locations. Or if we want to teach a little bit about Relay Missouri to a small group of people, I send someone out. They don't do information about CapTel. They can let them that the service is available, and they can refer them to me or MO TAP, but basically that's what the subcontractors are for.

The total is \$149,500. And we want to spend about 180 for the upcoming year, including, the TV public service announcement cost if possible. This is our projection for the coming year.

JEFF PRAIL: I have a question. I am surprised that the cost of interpreting services is so low. I thought it would be more than that.

APRIL MASON: Because I present a lot all over, at different conferences and they usually provide interpreters there.

JEFF PRAIL: Great. Clarified that.

TRACY MISHLER: Eric.

ERIC DEARMONT: April, will you please continue to provide these in the future. I think it is helpful for us to see. I know in the proposal you submitted marketing plans, and I like to see them. Maybe every meeting just an update would be very helpful.

APRIL MASON: Oh, yeah, sure, great.

ERIC DEARMONT: Thank you.

APRIL MASON: So this is from last year. The new Web site. Many businesses love it. It includes training, how to make Relay calls, how to receive Relay calls, and do not hang up, and compliance with the FCC, they love it. There is a tutorial. There is a preferred business registration. If you click on it, it pops up, all the different businesses who have received training in this. And they are willing to accept Relay calls. So we are trying to educate other businesses who refuse to accept the Relay calls. And, yeah, Jeff, you see this? We were the biggest sponsor of the Deaf Festival, so you can see Relay Missouri in small print down at the bottom. That was the most successful convention I went to ever. And Jeff, it was over 3,000 I would say, 3,000 people that came. So it was very enjoyable experience. And some additional services. There is a more expansive list. That's just a few.

TRACY MISHLER: April, what's the MS Communication Radio?

APRIL MASON: Yeah, that is a marketing group, it does marketing for me and for the radio, EMMIS, Web site, it is like a marketing firm we work with, a vendor.

TRACY MISHLER: Again, I would like to suggest if you want to be in touch with audiology, most audiologists do not go to MISHA, they go to MAA.

BARBARA GARRISON: Right.

APRIL MASON: Oh, didn't know that.

TRACY MISHLER: It is probably 90% speech people at MISHA.

APRIL MASON: All right. I know this is small print. 2009 to 2010, I forgot actually it should be 2010, I made a proposal with EMMIS communications of \$52,000 including updating Relay Missouri Web site, and doing E mail blast every month and doing it instead of newsletters. Because I want to become green. And vlogs. And that will help me set up six workshops of CapTel and Relay Missouri. And then it will create new flyers or CapTel and speech-to-speech and don't hang up on Relay. And there will be folders. And fraud flyers to educate people to not hang up.

RIC TELHORST: Question, April, these are great programs. And thanks for leading the charge on this. Are all of these marketing efforts, these are all funded through eventually funded through the Relay program; right?

APRIL MASON: Yes.

RIC TELHORST: It is in your Sprint contract but you are reimbursed through Relay for them?

APRIL MASON: Yes, that's right.

RIC TELHORST: Okay.

TRACY MISHLER: I am sorry, April. Ric, to address that, I thought that your contract said -- and I could be way wrong on this. I thought that your contract said something like -- because I remember questioning this a long time ago, you provide 100- and something thousand dollars for this activity, Sprint does and not the relay fund.

APRIL MASON: 200,000 for marketing.

TRACY MISHLER: From Sprint.

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ERIC DEARMONT: That's correct. It comes out of Sprint's cut.

RIC TELHORST: Really?

ERIC DEARMONT: That was how their bid was submitted as I read it.

APRIL MASON: Yes. So that's planned for \$52,000. That's a lot of money for flogs and the e-mail blasts and new flyers with the Relay Missouri logo and things like that.

JOHN VanESCHEN: Based on that, your earlier slide said, okay, I spend \$149,000 on marketing. And if the contract says you are going to spend \$200,000, have you not spent enough?

APRIL MASON: It says up to.

JOHN VanESCHEN: Oh.

TRACY MISHLER: But -- I am sorry. I was thinking about the same kind of thing. If we put it altogether with what Gay has been saying, and the people that we are serving and needs to get CapTel out there, maybe 150 is enough?

APRIL MASON: Yeah, that's the reason why I wanted to do the TV public service announcement; it would be an additional \$50,000, that would use up what was left.

TRACY MISHLER: I guess the main question is, excuse me, do we have a huge number of people underserved?

APRIL MASON: Yes.

TRACY MISHLER: And that is based on?

APRIL MASON: Okay. Kim sent me a census of how many deaf and hard of hearing people are in the State of Missouri. And I don't know –

KIM DAVIS: Yeah. That information was old.

APRIL MASON: I am sure the number is higher. So we have a high number of people with a hearing loss, more than just people who are Deaf actually. So I want to educate people with a hearing loss about the variety of services that we do provide, especially in the rural areas. Because I can't drive to all of every location in the state. So trying to -- I am trying to get the most, as much as possible.

TRACY MISHLER: If that is the case then, then I would think John is right. That we should be maxing out that budget.

APRIL MASON: Uh-huh. Yes. And the reason why, I was trying to save some money -- I had \$149,000 last year, and I was trying to save it for something else. And now I am going to take that and use it for this year if possible, what was left. And you know, if can't do the TV announcement, I will figure out something else.

GAY JONES: I am just going to add something here because, you know, I feel like what we do is separate. You are getting your information from one piece, and we have information over here. And we have a very, very strong relationship with all of the independent living centers that include rural areas, that are out there in the trenches working with people. And they -- the vast majority of our phones are coming out of the rural areas of people who have no connection to anything except those IL centers. They don't have any connection to audiology.

BARBARA GARRISON: No Facebook. No you tube.

GAY JONES: I am curious how the PSA on CapTel alone is going to help you because most of those people again like we told you last year that are not going to be

using CapTel. They will be using amplified phones. So I am not sure what has changed from last year to this year.

APRIL MASON: Right. I am going to explain that. I don't want to jump ahead. For example, if a person saw CapTel on TV, you know, either your phone number or the VCI phone number, they can go ahead and connect to that and learn more about the amplified phones and CapTel through WCI or MO TAP, and I will show you how, so maybe you will have a better understanding.

GAY JONES: I have to leave at 2:00.

APRIL MASON: Okay. So this is, you know, a potential you know, as far as advertising and TV in St. Louis, and in Kansas City. It is too expensive. Plus we pretty much know about CapTel in those areas. So we are pretty much targeting this area, Columbia, Jefferson City, Cape Girardeau, St. Joseph. Springfield. So we had one that was proposed four weeks, and then five weeks, and six weeks. Those are our options we can run those. Maybe we could do four weeks and kind of have a trial run on that and that would be about \$52,000 for that.

GAY JONES: Just for your information, just for your information, there is four cities that you are talking about Columbia, Cape Girardeau, St. Joe, Springfield, are some of our biggest IL centers, the most involved with our program. And all of them have CapTel evaluations at those places. So I mean, I am just telling you that those to me is not rural. Rural to me is Northwest Missouri, South Central Missouri. Those pockets where there is nothing. Those are some of our strongest programs with our program that you are mentioning there.



RIC TELHORST: But those TV stations reach into those areas, don't they? I mean the TV station in St. Joe is going to cover the whole northwest corner of the state. The TV station in Springfield will cover all of that area.

APRIL MASON: Correct.

RIC TELHORST: That's just the location where the station is being broadcast. It will be seen throughout that whole area.

APRIL MASON: Correct. It is like a huge radius it covers. And each city broadcast, it shows the TV to different areas. So it is a huge radius it covers. So I am going to show you the TV PSA.

APRIL MASON: This is the most recent. (Captioned PSA shown.)

APRIL MASON: And then a person can see the Web site if they would like. And so this is [www.capTelnebraska.com](http://www.capTelnebraska.com). And so you can see, I mean any change you want included in MO TAP, amplified phones, CapTel, I mean you can see all kinds of information here. It shows how CapTel works, what people are saying about CapTel. andd you can -- we can remove that, the order a CapTel if there are concerns from Gay or Marty about the script that we have. So I tried to be vague. It says special voice recognition program through CapTel to put on callers and -- and easier to read display. Special CapTel phone uses voice recognition technology to put the other callers words into a bright easy to read display on your phone. And we can change it to this. A special CapTel phone uses operator assisted voice recognition technology to put to other caller's words on to a bright easy to read display on your phone. They would be happy to modify the script if that's what you would like to do, or they can use the MO TAP. Other states are using the WCI because the WCI is willing to work with you as a team, you know, if a

person calls and wants to know, you know, know about CapTel, they will take the time and explain it to them. They explain the eligibility, the screening process, if you are not eligible, then they refer you to MO TAP for maybe an amplified phone or something. I am just kind of giving you ideas right now of the different avenues.

TRACY MISHLER: So, April, and then Marty, what you are asking is the question is: Does the committee support or think it is a good idea for you to do this commercial? Is that what we are asking?

APRIL MASON: No. I am not going ahead without your approvable. We are not going ahead with this.

TRACY MISHLER: Marty.

MARTY EXLINE: Just a couple of things. We had looked at this -- I hadn't looked at this script, but my predecessor Diane Golden, this was kind of presented two years ago in I think September of 2007. Just a couple of the concerns. One thing we don't want to do is make people frustrated or angry about something they see. So one thing as far as the phone number we would definitely want the TAP program, to go to somebody and then telling them about eligibility criteria and then coming to us. And we had a concern about the voice recognition technology as somebody thinking it is actually the phone that actually automatically translates something as opposed to having to work through an operator. So that was another thing. And just the whole thing about the phone being free, well you have to be eligible, you have to meet the eligibility criteria. That was some of the other things. And I think, and I need to check on this, April, but I think Diane was working with somebody at Sprint and E-mailing back and forth and had made some suggested changes and then she hadn't heard

anything else. So I am not sure about that. But let me check on that.

APRIL MASON: Yeah, it wasn't me.

MARTY EXLINE: I don't know who it was. But I think she said she made some suggestions as far as an adapted script and never heard anything else about it after that. Let me check on that and see if I can find something that was sent or what, you know, what the suggested changes were.

APRIL MASON: Yeah, I don't have any idea about that. Honestly I didn't get anything like that. That's why I didn't change anything on the script. I am still waiting because the point of the script is to be able to modify it if it needs to be.

TRACY MISHLER: I know John also had some comments that we shared through e-mail; right, John?

JOHN VanESCHEN: It was back sometime. Maybe Walt wants to expand too. But I know previously -- this goes back a couple of years. It comes -- when it comes to the CapTel program. I know we used to have some commissioners that were very concerned about the growth of CapTel usage. And I don't know how the current commissioners feel about CapTel, but we need to keep in mind that CapTel is reimbursed at a higher rate than traditional relay service. I think the amount that is reimbursed is about \$1.50 per minute. Now traditional Relay service is reimbursed at the rate of about 98 cents or so per minute. So every time a CapTel phone gets used, you know, that's what we are looking at in terms of fees. It is maybe not a consideration. But for some people, that is a factor. I know when this was brought up a couple of years ago, the amount of CapTel phones that would be I guess increased, it did generate some concerns among some of the Commissioners. I mean when CapTel first was growing

and everything, there was some commissioners that really -- I mean there is 20 phone quota a month, that was something that was discussed. And a lot of commissioners felt it was a good thing. And so it is almost like, yeah, we are trying to promote something that at least in the past, some of the commissioners weren't too crazy about the idea of CapTel growing by leaps and bounds.

RIC TELHORST: So maybe the ad should say, don't use CapTel?

JOHN VanESCHEN: I am not saying that.

TRACY MISHLER: So maybe we should have --

JOHN VanESCHEN: Tracy was asking me, what did we talk about a couple of years ago. And those were the thoughts that I recall being discussed at that time.

RIC TELHORST: Is that where that quote came from?

JOHN VanESCHEN: It was not a result of that discussion. But when CapTel was initiated, and once it got going -- got going some of the commissioners wanted to really -- somehow control the amount of phones that were being distributed. And frankly, though I think there was this discussion among the commissioners to put a 20 CapTel phone unit on the program, I mean there is also this, you know, the fact that I don't know if the commissioners really have control over the amount of phones that are distributed, simply because this is an equipment distribution issue. And that is controlled by Marty's group. The commissioners, they could say, hey, we only want 10 phones, CapTel phones distributed a month, and Marty's group, I don't know, if they have any obligation to really listen -- I don't know if they have any obligation to listen to the commissioners.

GAY JONES: I wonder what the commissioners would say, you know, five years ago when Sprint wanted to propose 600 phones a month when it first started before we

got the program. You know, when we first started there were, you know, that initial influx but it has pretty much –

JOHN VanESCHEN: When it first started it was a trial. It was very limited. And it was –

TRACY MISHLER: If I could interject. Because when we first started it was a trial. But I also remember going to each commissioner and begging for the trial. And they were very afraid that the CapTel phone was going to make the fund balance -- right, Walt -- go upside down, and we were going to go into the hole because we were offering this new thing. And there was a lot of begging and pleading and phone calling, and they agreed to the trial. And then there was great angst over what would happen in the first year. And then those huge volumes didn't materialize. And I agree with Gay. They can't control -- there was great discussion with Diane Golden and that -- your whole group about should they be distributing the phone or not. And yes, the commissioners thought that was the way to control the numbers that went out.

GAY JONES: And I really think that after five years, it is just like all of our other phones, they have leveled out. I mean they have not sharply increased. And we thought maybe at that four-year changeover where people could get phones, that first four, we thought there would be a huge influx. That never materialized. So I mean, to me CapTel is just like one of our other phones. And we don't see any big increases. And I am letting inquiries about 800i. And yes, for those people who have digital, I am going to have to change them out because the regular CapTel doesn't work with them unless they have a (something). But I really haven't seen that huge flood of people coming in and asking for CapTel.

MARTY EXLINE: But they have not gone up to 20 a month.

GAY JONES: If we have gotten up to 20 it was at the very beginning when we were starting. But I don't think -- I don't think I have ever sent you anything on a monthly basis that has ever been above 10 to 15 ever. So I really don't see that. Because I think that what happened is that we have set those parameters of matching that equipment with the people who need it. And when it first started I think a lot of people thought, oh, we are going to get every hard of hearing person this phone. And that was the marketing when it first came out. And none of that in any of the state ever materialized.

JOHN VanESCHEN: So long story short, there were some concerns early on. And they have really not materialized. I think April wants to maybe see what could be done with the public service announcement to grow the CapTel program. And I don't know. I mean I am interested in what the group -- how the group feels about that.

LEWIS MILLS: I would like to ask more general questions. You have a roughly \$200,000 a year budget for marketing. Why are we looking at approvable for this one specific item when we don't approve any of the other ones? What is so special about this that you need our explicit approvable before you go ahead?

JEFF PRAIL: Well --

TRACY MISHLER: Let's let April answer.

APRIL MASON: We are not allowed to do the mass public service announcement, mass marketing on CapTel.

GAY JONES: Your specific requirements is on service. Our responsibilities is the equipment. That is what we try to separate -- tried to separate two years ago. And

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that's what we are trying to separate now. By law we are responsible for the equipment. You are responsible for service.

APRIL MASON: Education, promotion.

GAY JONES: And we talked about this two years ago, we said if you want to talk about service, fine. But not the equipment because that's ours.

TRACY MISHLER: Eric has a comment.

ERIC DEARMONT: If I may, hopefully this will help clarify. I read through the contract that the state has with Sprint. And in my opinion, in that contract there are basically two provisions that deal with what we are talking about. One Sprint has stated they will spend roughly \$200,000 on marketing a year. In addition to that Sprint has made the commitment to work with us, to work with the advisory committee to determine how that money is going to be spent. I don't have an opinion on whether or not they need to ask for permission or not ask for permission. But regardless of that, I think it is good that at this point at least Sprint is coming forward to get the opinion of the advisory committee, and on what I would call big ticket items. I think it is a good practice in the future. What we have before us today I think we kind of need to answer two questions. One, if we can agree on language, would we all agree that a public service announcement about CapTel is a good thing do? And if the answer to that is yes, do we feel it is something that we would like the commission's guidance on or approvable of? That's kind of my interpretation of the situation.

TRACY MISHLER: I believe Jeff had a comment.

APRIL MASON: If you want a brand new advertisement other than what I had shown you it costs \$10,000 in addition to that.

TRACY MISHLER: Jeff, did you have a comment?

JEFF PRAIL: Yeah, on the question of why we are focused on the one item like CapTel. We need to remember the generation approaching 50 is the next biggest target for hearing loss among the American population, for those who had arthritis, a hearing loss is the third largest effect on the American population. So targeting them with the CapTel ads, marketing, might be an idea to attract for those who don't have the ability to sign. I mean if you are approaching 50, 60, I am 23409 sure if you are going to go to community college and learn sign language. Those people are left with that option.

But the people with a hearing loss, that CapTel phone is the way of saying there is a technology out there for those people with that loss.

TRACY MISHLER: If I could -- Gay, you have to leave.

GAY JONES: I really need to leave.

TRACY MISHLER: Do you have a comment before you go.

MARTY EXLINE: A couple of things. State regulation does require any publicity surrounding any equipment is approved by the Missouri Assistive Technology council. And definitely I would be happy to work with April and Sprint as far as on language. I do want to go back and check what was proposed two years ago just to see how it addressed it and like I say, I am not sure who was -- who at Sprint we were communicating with, but I would like to go back and look at that and see if there is something already there that makes sense for both Sprint and could really work for everybody. Trace tray I wanted to comment that --

TRACY MISHLER: I wanted to comment, the goal is integrating into the general population. So we want to pursue and spend efforts on things that allow the aging



population over 50 of which I am one of them to be able to continue to interface with the general population.

That's really the goal of many of the things that we are supposed to be doing. And so if we think about this whole day, I think we think about talking about a fund balance, and possibly dropping the surcharge because we have so much money, and we are nervous about advertising to actually reach people with a product that might help them stay in the thick of things. I mean I think that's what it is all about.

We have got a surplus. We don't want to drop the surcharge if we need the money. Then we are talking about maybe not advertising through a commercial, because we might have too many takers. My feeling is that we ought to work with April to try to reach people with products that are appropriate for them.

BARBARA GARRISON: I too am in that group, baby-boomers if you would, and I would like to know everything that is available. I don't think that we can -- I don't think it is in the best interest of anyone for us to put any other barriers or limitations there.

GAY JONES: Well, we know technology. We are more tech savvy. Still we need to have all of the information, not just part of it.

TRACY MISHLER: I agree with that too.

BARBARA GARRISON: Unbiased information.

GAY JONES: Right. Thank you, thank you, thank you. I really need to leave. Otherwise my kid will be thrown out on the street.

TRACY MISHLER: Thank you, Gay. So I guess we have to figure out where we are --

LEWIS MILLS: Could I make a suggestion? Could we leave it so that MO TAP will work with Sprint to come up with some language and assuming MO TAP and Sprint can work it out we are all okay with it?

TRACY MISHLER: That's what we are discussing.

LEWIS MILLS: I make that suggestion.

RIC TELHORST: I agree.

BARBARA GARRISON: I agree.

TRACY MISHLER: Is this something we need to vote on.

ERIC DEARMONT: Well, I think it would be the cleanest to vote on it.

TRACY MISHLER: Okay, does somebody –

BARBARA GARRISON: I make a motion that we allow MO TAP and Sprint to work together to come up with appropriate language –

TRACY MISHLER: I think we want to ask the question, do we want to tell Sprint to -- that we are supportive of them advertising in the way that she described on TV.

BARBARA GARRISON: Second that.

TRACY MISHLER: Discussion?

MARTY EXLINE: That's easy.

JEFF PRAIL: Go to vote. Close the discussion.

TRACY MISHLER: No discussion.

JOHN VanESCHEN: So the equipment program and Sprint so they can come to some sort of agreement then, this committee, the vote is I guess to say, go ahead with that PSA, is that what I am hearing?

TRACY MISHLER: Well, what we are saying is that we want Sprint to spend their dollars on a PSA. And that's what we are voting on right now. And if the vote is yes, then MO TAP will work with Sprint to get the appropriate language. Right?

JEFF PRAIL: I have a question. Does it need to be approved by the Missouri Assistive Technology council?

MARTY EXLINE: Yes. Oh, by the council, no. We don't need a vote by council

TRACY MISHLER: I would like to ask for Walt's comment. You are looking a little –

WALT CECIL: Oh, I was out of the room for a little while. I am just -- is -- are you okay with this?

MARTY EXLINE: Well, I am okay with -- we are happy to -- like I was saying earlier, a couple years ago when we looked at the script, I mean there were some issues with it. We want to make sure -- I mean it is fine, obviously we -- as many people as can use the service and are eligible for it to get it. But at the same time we want to make sure that people who maybe see a PSA don't think it is something different from what they think and get angry with Sprint or with us. So a couple years ago I think that Diane did submit some alternative language to Sprint. I want to go back and see if I can find that. But I am not sure that she ever got a response back from it. So that's the main thing is just we want to make sure that it is very clear as far as if there is a way to make it clear, as far as exactly, you know, what CapTel is, and so people see it and then they are not expecting X and then finding out it is Y. We are definitely okay in looking into it.

ERIC DEARMONT: If I may, is staff okay with this? I mean there is some doubt -- not doubt but there is a question in my mind about whether it would be prudent to

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present this in some way shape or form to the Commission. I don't know that that's required under the contract or not.

JOHN VanESCHEN: I guess speaking for myself, I am okay with it. You know, assuming there could be some agreement between the equipment program and Sprint and how a PSA ought to be worded and that sort of thing, I think there are some significant differences right now as to how it might be worded. I don't know if those differences can be overcome or not. But I would be interested to see where this needs to and see what happens.

BARBARA GARRISON: Perhaps we could add to that, if they are unable to, then it will come back to us.

TRACY MISHLER: Okay. Any other comments?

ERIC DEARMONT: I want to make clear, we are voting to tell Sprint to do it; correct? If you can reach an agreement on language as opposed to voting to recommend it to the Commission? That's what we are -- yes?

RIC TELHORST: I wouldn't see this as something that the Commission needs to weigh in on.

ERIC DEARMONT: Okay.

KIM DAVIS: Do I vote for Barry or -- I am just wondering, for MCDHH, do I vote representing them or am I supposed to abstain?

ERIC DEARMONT: I apologize, can you repeat it.

KIM DAVIS: I am voting as a representative of MCDHH.

ERIC DEARMONT: I don't think you can do that.

JEFF PRAIL: If Barry appointed someone to replace him, he is still representing the same organization, I don't think it would present a problem.

ERIC DEARMONT: Give me one problem.

TRACY MISHLER: It is not like we are voting –

ERIC DEARMONT: No member shall vote by proxy. I view that as a proxy vote.

TRACY MISHLER: Eric doesn't get a sandwich next time.

[LAUGHTER]

SPEAKER: There is helpful, and not helpful. Very fine line.

JOHN VanESCHEN: I want to respond to something Barbara said. She said, well if the equipment -- if Marty and Sprint can't agree, then she said something to the effect that well, then it would come back to this committee. And I am not sure what would happen then if -- from my perspective if Marty and Sprint can't come to some agreement then I am inclined to say, that's it.

TRACY MISHLER: But that being –

BARBARA GARRISON: I meant for it to come back to us to say that's it.

TRACY MISHLER: But that being said, I don't think April is going anywhere by April. Oh! I mean it will be a topic of discussion on the next agenda, don't you think.

JOHN VanESCHEN: Okay.

TRACY MISHLER: I am just thinking. So we are voting on Barbara do you want to say.

BARBARA GARRISON: No, I want you to say it.

[LAUGHTER]

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LEWIS MILLS: I think we all know it.

TRACY MISHLER: Okay, we are voting on whether or not we -- if we support Sprint working with MO TAP to pursue a public service announcement.

BARBARA GARRISON: There you go.

TRACY MISHLER: All for raise their hand.

[SHOW OF HANDS]

APRIL MASON: Can I vote?

TRACY MISHLER: All against? So we are going to go ahead and give April the go ahead to try to work with -- not to try. To work with Marty.

MARTY EXLINE: Just try, just try!

TRACY MISHLER: The last topic is committee vacancies. I am expiring, George resigned, and Stephen, has Stephen Foster missed the two last meetings.

JOHN VanESCHEN: Yes, we are going to find a replacement for him. I think this would have been perhaps his last meeting of his term. And it is time to now find a replacement for Stephen. I think all of you saw George Joslin's resolution I go nation e-mail. And I know April and I have corresponded and April has been working at trying to find a replacement for George who represents hearing.

WALT CECIL: George represents late-deafened.

APRIL MASON: Yeah, late-deafened.

JOHN VanESCHEN: Late deafened community folks. I don't know if you want to say a few words about that, April, where you advertised, when you started, have there been any feedback?

APRIL MASON: I spoke to George and I asked him if he had any ideas of someone to replace him. And I spoke to Dennis Selznick, and he was trying to come up with somebody. He maybe didn't have enough time to come up with someone. I put it on MO DEAF list serve –

TRACY MISHLER: I am sorry. Are we looking for hearing?

JOHN VanESCHEN: No, late-deafened.

APRIL MASON: Yeah, I posted on MODEAF list serve. And two people got a hold of me. Mary Stodden and who was the other? Robert Foster. The two of them are interested but they live in St. Louis. So I am trying to find somebody outside of the St. Louis area right now.

BARBARA GARRISON: Just a name suggestion, good candidate for that, happens to work at MSD is named Larry HOORE, late-deafened from meningitis.

TRACY MISHLER: That would be a good one. I also have a question. What if they are late deafened and implanted.

APRIL MASON: That's fine.

TRACY MISHLER: I have a great suggestion but it is a St. Louis area.

APRIL MASON: Right.

BARBARA GARRISON: I have the same problem all of the time.

JOHN VanESCHEN: So is what I am hearing, we have several possible people that might be interested? They are all from St. Louis.

BARBARA GARRISON: One from Fulton.

JEFF PRAIL: Two from St. Louis, one from Fulton. And one I recommended earlier is from Kansas City, Jason CURRY. But he travels all of the time. And he may not have time to commit. And Delinda from St. Joseph would be a good one.

KIM DAVIS: I think she would be good, she is from St. Joseph, Missouri.

JEFF PRAIL: It would be good to have someone representing that area.

BARBARA GARRISON: I will show you contact information to contact.

TRACY MISHLER: So we are putting April behind finding the late-deafened? Okay.

JOHN VanESCHEN: I guess I would like to try and fill the position fairly quickly. If we have got several people, I guess I would like to know more about these people, and I would like the committee's input on who we recommend being nominated for the commission to maybe fill this slot.

JEFF PRAIL: I think the last time we did that we had several resumes we distributed by e-mail and we put a vote on that. I think we have to go through that route again. I think that would be easier than just filling the position by the next meeting.

TRACY MISHLER: I agree. And I thought that was pretty easy. April, if you could have a few candidates collected in a month, just like John is going to have the numbers in a month.

WALT CECIL: Eric looked like he had a tooth pulled with that suggestion. Do you have a problem with that?

ERIC DEARMONT: No.

JEFF PRAIL: Let's keep Eric out of this one.



JOHN VanESCHEN: So what I am hearing is in a month we will try and start gathering people that are interested in the late deafened position on the advisory committee.

APRIL MASON: What about the Deaf position?

JOHN VanESCHEN: Okay. The Deaf position is Stephen Foster's position. And we are going to have to find a replacement for that slot as well. Yes, Jeff.

JEFF PRAIL: Clarification on Stephen Foster, did he officially submit his resignation?

JOHN VanESCHEN: His term expires officially in April, 2010. I think he has missed several advisory committee meetings already. And I will be in contact with him. I anticipate that he formally resigned any way.

TRACY MISHLER: I thought we had a rule that if you didn't show up for two meetings without some –

WALT CECIL: I think it is two years.

TRACY MISHLER: No.

ERIC DEARMONT: There is some –

TRACY MISHLER: I hope it is shorter than two years. That if you didn't show up two meetings in a row without a good excuse –

ERIC DEARMONT: That's right, two consecutive meetings without prior notification or five meetings during the term.

TRACY MISHLER: He got his sandwich back.

[LAUGHTER]

JOHN VanESCHEN: I think we will -- I guess I would like to pursue filling the Deaf position of Stephen Foster currently is holding. Is this something you can also pursue, April?

APRIL MASON: Uh-huh. Yes.

JOHN VanESCHEN: Is there other suggestions on how to fill that position?

TRACY MISHLER: What's the difference between Deaf and late deafened. Have we defined that a --

JEFF PRAIL: A Deaf person is someone who is born Deaf. A late deafened is someone at a later age and stage in life lost their hearing and actually became deaf.

BARBARA GARRISON: (Hearing sign). Deaf capital D, and little D.

JOHN VanESCHEN: April, if you could start immediately, if we could start working out an ad --

APRIL MASON: I will roll up my sleeves and get on that.

JOHN VanESCHEN: And pursue that position.

TRACY MISHLER: Well, we have to do something about me because my term expires. Right?

JOHN VanESCHEN: Right. And you are interested in continuing on?

TRACY MISHLER: I don't mind continuing on at all. However, I don't know if I have done too many consecutive terms. I don't know if that's a rule.

JOHN VanESCHEN: We changed the bylaws specifically last spring to accommodate your situation. Where you can serve another term. That was one of the bylaw changes that we went through six months ago. So if you are interested in --

TRACY MISHLER: I don't mind at all serving on the committee.

LEWIS MILLS: Second.

BARBARA GARRISON: Second. We don't want to lose you.

SPEAKER: Lovely acceptance speech.

TRACY MISHLER: Two sandwiches.

SPEAKER: That's cheap.

JOHN VanESCHEN: How do we want to proceed on that. Is everyone okay if we nominate Tracy for the Commission for another term?

JEFF PRAIL: I would say is that according to the bylaws?

ERIC DEARMONT: As far as nominating her. We can do it, but it ultimately goes to the commission for appointment or whatever you want to call it. You want to vote, we can vote. But we would just be voting to recommend that she be appointed.

JEFF PRAIL: Okay, just clarification.

JOHN VanESCHEN: All of those in favor of nominating Tracy for the advisory committee slot say aye.

[SHOW OF HANDS] Opposed? We will proceed with it.

BARBARA GARRISON: YAY!

JOHN VanESCHEN: Probably in terms of getting this before the commission, wait maybe a month or so or -- I guess I am thinking that if we can wrap up another position, we can go to the commission with -- in filling two vacancies as opposed to going to the commission in a couple of weeks apart.

TRACY MISHLER: If I could add to that we would like to have those numbers so that we have an objective idea of where we may or may not be on the surcharge change.

JOHN VanESCHEN: Okay.

JEFF PRAIL: I would have to support that. I do have a concern though I do want to address. If the FCC mandates CapTel service goes through, we may need that 13-cent surcharge.

TRACY MISHLER: Well, he will put the numbers together. You know, with Barbara's concern about the landline number, and the trends that April just reported, and then we will have to look at it, be and see -- you know, I don't look at the mandate as being a huge influx of CapTel phones because we are already distributing them appropriately.

JEFF PRAIL: I discussed with Eric and I think the best thing for Eric to do is to read the FCC because if I am reading it correctly that if this does go through, it may change the state, how they cap their CapTel distribution. Because that would be considered a violation to the ADA. Like I said, I am just skimming this thing through. And I think the best thing to do is have Eric to go through what was worded, so that way we can Act accordingly.

JOHN VanESCHEN: Jeff, we won't plan to file anything until the committee has a chance to see what staff puts together because we really want to get the committee's input on what we might file. And I realize that what we ultimately put together, we may have to agree to disagree in which case, you may want to also file something to the case, just like some of the committee members did last year that provides input to the commission.

I just feel a responsibility to try and move things along for the commission. It seems as though I don't know if they are paralyzed to make a decision or just what. But I

would like to bring some sort of resolution to the matter. And so I think the best thing right now would be to update all of the numbers so that everybody can see where the trends are, and see where we are at, at that point. And then at that point, you know, if we go ahead and staff files something that says commission thinks you should still reduce the surcharge by 2 cents, you may have to make a decision as to, well, I will make a filing that says keep the surcharge at 13 cents, and here is why.

TRACY MISHLER: Okay. Any other discussion or any other issues?

JOHN VanESCHEN: We have officer elections. Right?

TRACY MISHLER: Officer elections?

JOHN VanESCHEN: According to our bylaws, we have to do that in the fall?

ERIC DEARMONT: I believe that's correct. Under the bylaws, I suppose there needs to be a president, a vice president -- excuse me, a chair, a vice-chair, and a secretary.

JOHN VanESCHEN: The commission staff has always acted as secretary. So what we are really talking about is a chair and a vice-chair. And right now Tracy is chair, and Jeff is vice-chair.

LEWIS MILLS: I move they continue.

BARBARA GARRISON: I second.

JEFF PRAIL: I accept.

ERIC DEARMONT: Any discussion?

TRACY MISHLER: Fine with me.

ERIC DEARMONT: Vote. All in favor?

[SHOW OF HANDS] Opposed?

[APPLAUSE]

ERIC DEARMONT: Congratulations.

BARBARA GARRISON: Thank you.

JOHN VanESCHEN: Now I think we are done.

WALT CECIL: No, we are not. Always the last one. We need to decide when we are going to have our next meeting.

JOHN VanESCHEN: John oh, that's right. Other next meeting typically is in April.

WALT CECIL: Yes.

JOHN VanESCHEN: Any discussions?

BARBARA GARRISON: My birthday is on the 15th. We can get together and party.

RIC TELHORST: So moved.

JEFF PRAIL: I second it.

JOHN VanESCHEN: Are Wednesdays good for people or would they prefer it be a different day? Are Wednesdays good?

JEFF PRAIL: Fine.

JOHN VanESCHEN: Do you prefer a different day?

BARBARA GARRISON: Wednesdays work okay with me.

JEFF PRAIL: Wednesday is fine.

ERIC DEARMONT: 7, 14, 21, 28. 14 or 21. Any preference?

TRACY MISHLER: Are we talking April.

SPEAKER: When is Easter next year.

JEFF PRAIL: Let's do the 14th.

LEWIS MILLS: At least it is not on a Wednesday.

JOHN VanESCHEN: Should we testify Tivoli say the 14th.

TRACY MISHLER: Can we send out an e-mail and everybody check the 14th.

Jeff cancel out the 14th.

BARBARA GARRISON: Can't do the 14th.

JOHN VanESCHEN: 21st. Tentatively you want to set it at the 21st of April?

TRACY MISHLER: Anyone feel like having a meeting in St. Louis?

JOHN VanESCHEN: Sure. That would be fine.

APRIL MASON: YAY!

RIC TELHORST: Lewis and I would love to get some mileage out of.

JOHN VanESCHEN: Do you have a place we can meet. Or does anyone have.

TRACY MISHLER: I can find a place.

JOHN VanESCHEN: How does everybody feel about that?

RIC TELHORST: I think we have been in basements.

LEWIS MILLS: You know for the committee it may actually be cheaper to hold it in St. Louis because we will have less travel, so many people here we are paying mileage from St. Louis.

TRACY MISHLER: We might be able to get a group location at the ballpark to do both.

BARBARA GARRISON: Hey, hey!

JEFF PRAIL: Yeah, there you go.

October 14, 2009 RMAC Meeting

LEWIS MILLS: There is or was something in the bylaws about where we meet. I don't know if we changed that.

RIC TELHORST: I think one meeting has to be in Jefferson City.

LEWIS MILLS: I don't remember the details.

TRACY MISHLER: We met at Sprint one time.

APRIL MASON: Yeah, we met in the building there. They have a big room with everything, so that would be an option.

RIC TELHORST: We ought to go there.

ERIC DEARMONT: Just one a year here.

TRACY MISHLER: April, do you want to look for a room then, the 21st, we will be going to St. Louis.

APRIL MASON: Yeah, I can do that.

JEFF PRAIL: If you want the meeting at the ballpark, that can be arranged.

TRACY MISHLER: We can have hot dogs instead of sandwiches.

JEFF PRAIL: That can be arranged too.

TRACY MISHLER: Okay. So is there any other discussion? Any other comments?

ERIC DEARMONT: Oh, if any of you have expenses, see me. Mileage or anything like that. And getting here. Need your signature. I will take care of that.

JEFF PRAIL: My company pays for it, so you don't have to worry about it.

BARBARA GARRISON: Mine too. State agencies.



October 14, 2009 RMAC Meeting

APRIL MASON: I have an announcement. My house is finally has been sold after, you know, three times being on the market and trying to sell my house for two years. It has finally been sold.

(Cheers) So we will be moving in St. Louis.

TRACY MISHLER: Someone move to adjourn.

SPEAKER: So moved.

TRACY MISHLER: Okay, we are adjourned.

[Captioned by Kimberly Pfleinger Schacht, RPR, CRR, CCP, CBC, CCR, CSR, CRI.]